

**WORCESTERSHIRE DISTRICT COUNCILS AND COUNTY COUNCIL**

**WORCESTERSHIRE REGULATORY SERVICES**

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

**THURSDAY 26TH NOVEMBER 2015 AT 4.30 P.M.**

MEMBERS: Bromsgrove District Council: Councillor R. Laight  
Bromsgrove District Council: Councillor P. 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 M. King  
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 8th October 2015 (Pages 1 - 8)
4. Progress on reconstitution of Worcestershire Shared Services Partnership of Worcestershire Regulatory Services (Pages 9 - 12)
5. Worcestershire Regulatory Services Revenue Monitoring April to September 2015 (Pages 13 - 20)
6. Worcestershire Regulatory Service Budgets 2016 / 2017 (Pages 21 - 28)

7. Worcestershire Regulatory Services Mobile Homes Act 2013 (Pages 29 - 32)
8. Activity & Performance Data Quarters 1 and 2 (Pages 33 - 76)
9. 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

18th November 2015

## WORCESTERSHIRE DISTRICT COUNCILS AND COUNTY COUNCIL

### WORCESTERSHIRE REGULATORY SERVICES

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

8TH OCTOBER 2015 AT 4.54 P.M.

PRESENT: Councillors B. Behan (Chairman), E. Stokes (Vice-Chairman)  
P. Whittaker, J. Fisher, B. Clayton, M. Johnson, A. N. Blagg,  
S. Chambers and J. Hart

Observers: Mr. D. Sutton, Worcester City Council, Mr. N. Anderson,  
Worcestershire County Council, Mrs. S. Garratt, Worcestershire  
Regulatory Services, Mr. D. Mellors, Worcestershire Regulatory Services  
and Mr. M. Cox, Worcestershire Regulatory Services

Officers: Mr. S. Wilkes, Mr. I. Pumfrey, Ms. C. Flanagan, Ms. S. Morgan  
and Mrs. P. Ross

12/15 **APOLOGIES**

The Chairman apologised for the late start of the meeting.

Apologies for absence were received from Councillors R. Laight, Bromsgrove District Council, D. Chambers, Malvern Hills District Council, A. Roberts, Worcester City Council, L. Hodgson, Worcestershire County Council and M. King, Wychavon District Council.

13/15 **DECLARATIONS OF INTEREST**

No declarations of interest were received.

14/15 **MINUTES**

The minutes of the meeting of the Worcestershire Shared Services Joint Committee held on 25th June 2015 were submitted.

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

15/15 **PROGRESS ON RECONSTRUCTION OF WORCESTERSHIRE SHARED SERVICES PARTNERSHIP AND MANAGEMENT RESTRUCTURING OF WORCESTERSHIRE REGULATORY SERVICES**

Following on from the Worcestershire Shared Services Joint Committee meeting on 25th June 2015, where Members approved recommendations to partner authorities for the dissolution and reconstitution of the Joint

Committee; Members were provided with an update on the progress of the approval of those recommendations.

The Chairman, Worcestershire Regulatory Services (WRS) Management Board introduced the report and in doing so informed Members that partner authorities were progressing with the approval of the recommendations, as agreed by the Joint Committee in June 2015. Bromsgrove District Council, Redditch Borough Council, Wyre Forest District Council and Wychavon District Council have completed the approval process, with the recommendations being resolved. Malvern Hills District Council would present the recommendations to their Council meeting by the end of October 2015.

Members were further informed that Worcestershire County Council had not yet confirmed a date when the recommendations would be considered by its Cabinet, as it was considering other possible arrangements for provision of their trading standards services. Worcester City Council (WCC) had made a decision to defer consideration of this matter until the position with WCC was clear.

The WRS Senior Management Team had been appointed and in post as of 28th September 2015. The Business and Relationship Manager's position would be advertised externally within the forthcoming weeks.

At this point in the meeting, the Chairman took the opportunity to welcome and congratulate Mr. Simon Wilkes on his new role as Head of WRS. The Chairman also welcomed the WRS Senior Management Team to the meeting.

The Chairman, (WRS) Management Board responded to the concerns raised by Members with regard to the fact that the reconstitution of the shared services partnership required the unanimous agreement of all current and future partners.

He informed Members that the rationale behind the dissolution and reconstitution of the Joint Committee was to create an environment whereby licensing and environmental health were sustainable, with WCC having an agreed Service Level Agreement (SLA) for trading standards. It was agreed that delegation would be given to the Head of WRS to agree the terms of reference for this SLA.

As highlighted at the June 2015 Joint Committee meeting, the extant partnership agreement as of 1st June 2010 contained provisions enabling partners to leave the partnership following the required notice period given and the terms of exit agreed by all partners.

The Chairman emphasised that assumptions were being made as to what WCC aspired to and therefore there were currently no specific answers.

Councillor J. Fisher, Redditch Borough Council stated that one of the key drivers for changing the partnership was to enable WCC to become a customer of WRS, with an agreed SLA, there was never any mention of WCC taking trading standards back 'in house'.

The Chairman, (WRS) Management Board highlighted that the revised working model would give the partnership a means of managing change; more so than the current model. If one partner authority decided to leave the current partnership, the whole thing would drop. A partner authority who decided to leave the partnership was required to follow an exit strategy. There was a requirement that the partner authority would give twelve months exit notice at the annual meeting of the Joint Committee.

Councillor A. Blagg, WCC, informed the Committee that all partner authorities had voted for the change to the partnership in June 2015. The changes had highlighted that WCC would not be a partner, but a customer of the service. WCC wanted the best trading standards service for the County. No decision had been made and WCC were moving as fast as possible. The appointment of the new Head of WRS would enable discussions to continue with regard to a SLA. He was not in a position to clarify everything, but with regards to the questions and concerns raised regarding timescales, WCC were looking at their Council meeting cycle.

Councillor M. Johnson, Worcester City Council, stated that Worcester City Council would look to see what WCC would do and at their exit strategy. Worcester City Council would also look at the SLA, as a council looking to outsource more services. He would, however, reiterate that they were still part of the current partnership.

**RESOLVED:**

- (a) that the contents of the report be noted, and
- (b) that the contribution to the success of Worcestershire Regulatory Services made by Mark Kay, Business Manager and Chris Philips, Trading Standards and Animal Health Manager, be acknowledged.

16/15

**ENDORSEMENT OF WORCESTERSHIRE SAFEGUARDING CHILDREN BOARD CHILD SEXUAL EXPLOITATION ACTION PLAN**

The Committee considered a report on Worcestershire Regulatory Services participation in Worcestershire County Council's Child Sexual Exploitation (CSE) Strategy Action Plan.

The Head of Worcestershire Regulatory Services (WRS) introduced the report and informed Members that the action plan had been prepared for the Worcestershire Safeguarding Children Board and drawn up by the Child Sexual Exploitation (CSE) Strategic Group. The action plan identified the actions to be undertaken in order to achieve the key priorities and target areas as detailed in the Strategy.

Members were further informed that all Local Authorities and other relevant bodies had been asked to endorse the action plan. WRS were keen to show support and to play a key role in raising awareness with licensed premises and hackney carriage and private hire licensed drivers.

The key responsibilities within the Strategic Plan for WRS were detailed at section 3.3.4 to 3.3.6 in the action plan. In line with its responsibilities under the action plan, WRS had incorporated guidance leaflets (as included with the report) within its application processes. This was to raise awareness of CSE amongst the licensed trade, both for premises licence holders and the taxi trade. The guidance leaflets would be routinely added to outgoing granted licence packs.

The Head of WRS further informed Members that there were approximately 2,500 licensed taxi drivers within Worcestershire, therefore a phased approach to CSE awareness raising would be taken by WRS licensing officers.

CSE awareness raising had been included as an agenda item at recent Taxi Forum meetings so that trade representatives could pass the relevant information onto their members (the majority of districts had active taxi forums).

The action plan detailed and highlighted the complexity of Child Sexual Exploitation. The action plan would be actively monitored and revised over time to reflect any new issues or particular actions that emerged and needed to be addressed.

The Head of WRS responded to Members' questions with regard to the issuing and dissemination of information to licensed premises with a focus on 'hotspot' areas. He explained that 'hotspot' areas would be sensitive information provided by West Mercia Police and other relevant partners. He would, as suggested by Members, include the 999 emergency number in the WRS guidance leaflets; but would highlight that calls to the 999 emergency number should only be made if there was any immanent risk or immediate danger.

The Head of WRS reassured Members that whilst focusing on CSE awareness raising, that older and vulnerable people would still remain a priority for WRS officers.

Members stated that they had welcomed the report and the involvement of WRS in awareness raising of CSE. Following on from the recent high profile independent inquiries into CSE, whilst Worcestershire had not had any high profile cases or incidents identified and reported on, it should still be an overarching priority to increase the knowledge and understanding of CSE within the Worcestershire area.

**RESOLVED** that Worcestershire Regulatory Services participation in Worcestershire's Child Sexual Exploitation Strategy Action Plan be endorsed.

17/15

## **WRS REVENUE MONITORING APRIL - JUNE 2015 AND AUDITED ANNUAL RETURN**

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

The Finance Manager, 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 to June 2015.

The Finance Manager, Bromsgrove District Council drew Members' attention to Appendix 1 to the report which highlighted a projected outturn underspend of £29,000. Members were asked to note that this was an estimate to the year-end, based on the current level of expenditure. The underspend was mainly due to:-

- Vacant posts within the service together with savings resulting from maternity leave, long term sick etc. Part of the underspend was offset by the costs associated with additional agency staff being used to cover the vacancies.
- There was a projected overspend on IT, this was due to the uncertainty with the ICT transfer. This may be reduced when arrangements are finalised.
- Income includes £72,000 worth of Disturbance Allowance, 50% to be recharged to Worcestershire County Council, with the remaining 50% to be split equally between the Districts. Contracts on Nuisance Work, Contaminated Land and Stray Dogs projected to generate £55,000 and Feed Grant received from CEnTSA £45, 000.
- Any grant funded expenditure was shown separate to the core service costs as this was not funded by the participating Councils.

Members were further informed that should the service fund the pension deficit of £119,000 for 2015/2016 there would be a resulting overspend of £89,000. Appendix 1 to the report detailed the apportioned charge that would be attributed to each partner authority based on the percentage as agreed by the Joint Committee at the meeting held on 27th November 2014.

The ICT system implementation / mobile working budget was £179,000. There was no expenditure to June 2015 due to the move to Wyre Forest. Further consideration would be made with regard to the requirements of the team in relation to mobile working.

The Finance Manager drew Members' attention to the revised Annual Return as detailed at Appendix 2 to the report. Members were informed that the books and records maintained by the Joint Committee had treated finance leases and fixed assets consistently as per the host authority, Bromsgrove District Council. However External Audit had recommended that figures on the Annual Return should be in accordance with their Practitioners' Guide. Therefore finance leases had not been classed as borrowings and fixed assets were reported at cost price, as shown in the revised Annual Return at Appendix 2 to the report.

**RESOLVED:**

- (a) that the final financial position for the period April to June 2015, be noted;  
(b) that the funding from partner authorities for the 2015/2016 pension deficit as detailed below, be approved, and

<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

- (c) that the revised Annual Return 2014/2015, as detailed at Appendix 2 to the report be approved.

18/15

**ACTIVITY AND PERFORMANCE DATA QUARTER 1**

The Committee considered a report that covered both district and county functionality and the wide range of each local authorities corporate priorities to which regulatory services contributed. The report detailed Worcestershire Regulatory Services Activity Data for Quarters 1, 2015/2016.

The Head of Worcestershire Regulatory Services (WRS) informed the Committee that he had asked the WRS Senior Management Team to attend the meeting today to be introduced to Joint Committee Members.

The Chairman welcomed Mrs S. Garratt, Licensing and Support Manager, Mr. D. Mellors, Environmental Health and Trading Standards Manager and Mr. M. Cox, Technical Services Manager to the meeting.

The Head of WRS introduced the report and in doing so informed Members that the activity report, as detailed at Appendix A to the report, showed that consumer complaints in respect of Trading Standards functions remained at the same level as the last quarter, but were lower than quarter 1 in 2014/2015 and at a similar level to quarter 1 in 2013/2014. It was felt that this was due to the low level of promotion undertaken by Citizens Advice Consumer Service of their 0345 number to the public.

The two top areas were, as ever, second hand cars and home improvements however, for this quarter clothing had exceeded furniture as the third most complained about product. The report further detailed the reasons why this had occurred. The reduction in infectious disease notification related to a

# Agenda Item 3

Worcestershire Shared Services Joint Committee  
8th October 2015

change in protocol, the recording of some issues being logged but not actioned (effectively duplicating what Public Health England recorded) had ceased being recorded, only issues dealt with by WRS were now recorded.

The Technical Services Manager, WRS, responded to questions from Members and in doing so, highlighted that the bar chart, as detailed on page 71 of the agenda, showed an upward trend in demand for planning requests for both support and discharge of conditions. This was linked to the increasing levels of development in various parts of the County. With regard to the information detailed for contaminated land, this was not purely contaminated land, but also included land with contamination issues, e.g. former industrial sites or contaminated as a result of natural occurrence, such as methane.

Questions were raised by Members with regard to the format of the information presented. The Chairman briefly explained that the current format had been agreed following the requests and suggestions made by Members at previous Joint Committee meetings. The Head of WRS agreed to liaise with the relevant officers to see if the data for the previous year could be produced in the same format. If possible he would provide Members with the information.

**RESOLVED** that the Activity Data Report, Quarter 1, 2015/2016, be noted.

The meeting closed at 5.42 p.m.

Chairman

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## Worcestershire Regulatory Services

*Supporting and protecting you*

### JOINT COMMITTEE

26<sup>th</sup> November 2015

Progress on reconstitution of Worcestershire Shared Services  
Partnership of Worcestershire Regulatory Services

#### **Recommendation**

The Joint Committee is recommended to note the report

#### **Contribution to Priorities/ Recommendations**

Reconstitution of the Worcestershire Shared Services Partnership 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.

#### **Introduction/Summary Background**

Partner councils are progressing approval of the recommendations agreed by this committee in June. Five district councils have completed the process, with only Worcester City outstanding. The County Council has sought to take a slightly different approach that is outlined below, however it does accord with the decisions taken by the Joint Committee in June and the processes agreed by partners to take matters forward.

#### **Report**

Discussions with the County Council in relation to a contractual relationship with WRS remain on-going. A paper outlining the senior management thinking at the County Council on the future delivery of its Trading Standards and Animal Health functions went to full Council on Thursday 12<sup>th</sup> November 2105. Papers from this meeting should be in the public domain on the County Council website. The recommendation of the report was that senior managers be empowered to negotiate with WRS partners for the County Council to formally take back direct control of their functions and the staff delivering them. This was approved.

Whilst this is different from what was originally envisaged, the delegation to the senior managers at the County Council does accord with the decisions made by the Joint Committee in June and further consideration or resolutions are not necessary for either the Joint Committee or the

district council partners.

The Head of Regulatory Services will now work with senior managers from the BEC Department at the County Council to facilitate this happening using the currently agreed methodology of a short term service level/ contractual agreement. This agreement will allow for the smooth transition from WRS delivery to direct County Council delivery during the first quarter of 2016/17, aiming for completion on 31<sup>st</sup> May. The contract will have terms that indicate it is intended to run for 12 months with termination by either party by giving notice of 1 calendar month. This will allow for any slippage in timescales, however, managers currently envisage the transition being completed no later than 30<sup>th</sup> June.

Alongside this discussion, there are on-going discussions about whether or not the County Council should continue to utilise some of the facilities and software that WRS has procured and developed in the 5 years since it was established. It is hoped that this can be realised and should result in an on-going services contract that will continue to benefit both members of the partnership and the County Council.

## **Financial Implications**

In order to avoid an additional financial burden being imposed on district partners, the County Council will pay a sum to cover the cost of the additional overheads and management that otherwise would have been covered by the County Council's contractual arrangement with WRS. This is going to be a substantial sum and should ensure that the service has a significant amount of time within which to either bring in other customers or to adjust its management and other overheads.

## **Sustainability**

The loss of Trading Standards and Animal Health functions makes no impact on the service's ability to deliver the Environmental Health and Licensing functions for the partner districts. The functions leaving the service are wholly separate and, whilst some synergies exist between the professions, our work on transformation has made it clear that generic deliver across district and county functions is not possible at this time and may never be possible given the breadth of legislation in which such staff would need to be expert. Currently, there appears to be a limited desire for other councils to seek partners to deliver their Trading Standards functions. The financial decisions made by the County Council leave a very small operation on which we could have built had this situation not come to pass. Working with another Trading Standards authority is something that County Council colleagues may wish to consider in the future.



# Agenda Item 4

## Legal Implications

As referred to above, Bromsgrove District Council as host authority will be entering into a service level agreement with Worcestershire County Council to cover the period when services will be provided by WRS and then the transition to services being taken back in house by County. Officers are mindful that the resultant contractual/ SLA arrangements must be fit for purpose and deliver what is required by the partners and the County Council. Legal colleagues from Bromsgrove District Council and Worcestershire County Council are currently working on the drafting of the SLA.

As previously reported the six remaining District partners will have to enter into a new Shared Services Agreement to govern their future working arrangements. It is envisaged that this will be based on the existing Shared Services Agreement.

## Contact Points

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## Background Papers

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## Joint Committee 26<sup>th</sup> November 2015

### WORCESTERSHIRE REGULATORY SERVICES REVENUE MONITORING APRIL – SEPTEMBER 2015

#### Recommendation

It is recommended that the Joint Committee:

- 1.1 Note the final financial position for the period April – September 2015

#### Contribution to Priorities

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

#### Introduction/Summary

To report to the Joint Committee the Financial Position of the Regulatory Services Function for the period April – Sept 2015/16.

#### Background

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

#### Report

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

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

#### Revenue Monitoring

The detailed revenue report is attached at Appendix 1. This shows a projected outturn underspend of £27k, 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

# Agenda Item 5

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.
- If spend Apr – Sept continues the same for Oct – March 16 there will be a projected overspend on Pest Control of £30k, WRS officers will continue to monitor and analyse the overspend for each district council over the next few months.
- Income includes £60k 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, Air Quality, Contaminated Land and Stray Dogs generating £92k 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.

## ICT System Projected Costs

Appendix 2 details the expenditure for the one off costs associated with the implementation of the project for 2015/16. Capital expenditure to Sept 15 is £70k which is the costs associated with the ICT transfer to Wyre Forest. Further capital budget will be spent on remote and mobile working it is anticipated that this work will be completed by March 16.

### **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

	Summary - Full Year Budget	Summary - Budget 6 Months to September 2015	Summary - Expenditure to September 2015	Summary - Variance	Summary - Projected outturn	Summary - Projected Outturn Variance	
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
<b>Direct Expenditure</b>							
Employees							
Salary	3,229	1,614	1,433	-181	2,933	-296	
Agency Staff	0	0	65	65	185	185	Agency costs used to cover vacant post / Maternity etc
Subscription	3	2	3	2	4	1	
Employee Insurance	16	8	8	0	16	0	
<b>Sub-Total - Employees</b>	<b>3,248</b>	<b>1,623</b>	<b>1,509</b>	<b>-114</b>	<b>3,139</b>	<b>-109</b>	
<b>Premises</b>							
Rent	67	30	29	-0	67	0	
Cleaning	1	1	0	-0	0	-1	
Utilities	0	0	0	0	0	0	
<b>Sub-Total - Premises</b>	<b>68</b>	<b>30</b>	<b>29</b>	<b>-1</b>	<b>67</b>	<b>-1</b>	
<b>Transport</b>							
Vehicle Hire	13	5	5	-1	12	-1	
Vehicle Fuel	8	3	3	-0	8	0	
Road Fund Tax	1	1	1	0	1	0	
Vehicle Insurance	3	2	2	0	3	0	
Vehicle Maintenance	3	2	2	1	5	2	
Car Allowances	105	52	92	40	185	80	This includes Disturbance costs of £60k, which is being funded by partners included in the income figure
<b>Sub-Total - Transport</b>	<b>133</b>	<b>64</b>	<b>104</b>	<b>40</b>	<b>214</b>	<b>81</b>	

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	Summary - Full Year Budget	Summary - Budget 6 Months to September 2015	Summary - Expenditure to September 2015	Summary - Variance	Summary - Projected outturn	Summary - Projected Outturn Variance	
	£'000	£'000	£'000	£'000	£'000	£'000	
<b>Direct Expenditure</b>							
<b>Supplies and Services</b>							
Furniture & Equipment	36	13	19	6	39	3	
Test Purchases	5	1	1	0	5	0	
Clothes, uniforms and laundry	3	1	0	-0	2	-1	
Printing & Photocopying	25	8	13	5	39	14	
Publications	3	0	1	1	4	1	
Postage	11	6	7	2	13	2	
ICT	69	26	38	12	76	7	Due to uncertainty with the ICT transfer, this may reduce when arrangements finalised
Legal Costs	5	1	0	-1	4	-1	
Telephones	40	18	13	-5	38	-1	
Training & Seminars	24	9	8	-1	25	1	
Car Parking & Subsistence	0	0	0	0	0	0	
Insurance	30	15	15	0	30	0	
Third Party Payments							
Support Service Recharges	113	56	56	0	113	0	
Audit	5	3	3	0	5	0	
ICT Hosting	60	30	30	0	60	0	
<b>Sub-Total - Supplies &amp; Service</b>	<b>427</b>	<b>185</b>	<b>204</b>	<b>18</b>	<b>453</b>	<b>26</b>	
<b>Contractors</b>							
Dog Warden	145	73	79	7	152	7	
Pest Control	35	18	37	19	76	41	Income of £12k received from Severn Trent for Sewer Baiting, offset in Income
Analytical Services - Trading Standard	24	7	4	-2	22	-3	
Trading Standards	10	10	11	1	13	3	
Licensing	15	6	6	-0	15	-0	
Other contractors/consultants	3	1	8	7	9	6	
Water Safety	10	3	3	-0	10	0	
Food Safety	2	0	0	-0	2	0	
Environmental Protection	17	9	13	4	27	10	Bereavement / Works in Default to be charged to relevant partners
Taxi Tests	30	15	15	-0	30	0	
Grants / Subscriptions	22	10	19	9	24	2	
Advertisng	11	1	1	-0	11	0	
Publicity & Promotions	2	0	-0	-0	2	-1	
CRB Checks	25	11	11	-0	25	0	
<b>Sub-Total</b>	<b>351</b>	<b>164</b>	<b>208</b>	<b>44</b>	<b>417</b>	<b>66</b>	

	Summary - Full Year Budget	Summary - Budget 6 Months to September 2015	Summary - Expenditure to September 2015	Summary - Variance	Summary - Projected outturn	Summary - Projected Outturn Variance
Direct Expenditure	£'000	£'000	£'000	£'000	£'000	£'000

	Summary - Full Year Budget	Summary - Budget 6 Months to September 2015	Summary - Expenditure to September 2015	Summary - Variance	Summary - Projected outturn	Summary - Projected Outturn Variance
	£'000	£'000	£'000	£'000	£'000	£'000
<b>Direct Expenditure</b>						
<b>Income</b>						
Training Courses / Bereavement / Works in Default / Sewer Baiting etc	-80	-35	-92	-58	-236	-155
Forward Pension Rate Increase by 2.5% in 15-16	-66	-33	0	33	0	66
<b>Sub-Total</b>	<b>-146</b>	<b>-68</b>	<b>-92</b>	<b>-25</b>	<b>-236</b>	<b>-89</b>
<b>Total - Excl Pension Deficit</b>	<b>4,081</b>	<b>1,998</b>	<b>1,962</b>	<b>-37</b>	<b>4,054</b>	<b>-27</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>1,998</b>	<b>1,992</b>	<b>-7</b>	<b>4,173</b>	<b>92</b>

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

43.54%

\*\* 2015/16 Pension Deficit Partner Contributions

	£'000
Bromsgrove	14
Redditch	16
Wyre Forest	15
Wychavon	21
Malvern	12
Worcs City	16
County	25
<b>Total</b>	<b>119</b>

# ICT MANAGEMENT INFORMATION SYSTEM PROJECT 2015/16 BUDGET

Capital Asset/ Investment description	Budget - 15/16 £'000	Spend - 15/16 £'000	Variance - 15/16 £'000
<b>ICT - Capital</b>			
Software Licences (break down into individual modules if appropriate)			0
Software			0
Mobile Working Devices	100	70	-30
Hardware required including implementation (e.g. servers onsite or hosted, please describe)			0
Modifications and software customisation			0
Systems integration and interface development (cost per interface if possible on separate lines)			0
Data Cleansing / Transfer			0
<b>Sub-Total Capital</b>	<b>100</b>	<b>70</b>	<b>-30</b>
<b>Annual Software License etc</b>			
Software Licences	12		-12
Other Licences	8		-8
Maintenance Costs	59		-59
<b>Sub-Total Annual software license etc</b>	<b>79</b>	<b>0</b>	<b>-79</b>
<b>TOTAL FUNDING REQUIRED</b>	<b>179</b>	<b>70</b>	<b>-109</b>

<b>Partner Transformation Project Contributions - Based on Business Case at Budget</b>	<b>Total Capital Funding Requirement 15/16 £'000</b>	<b>Annual Revenue Funding Requirement 2015/16 £'000</b>	<b>Total Partner Funding Requirement 2015/16</b>	<b>Revised Partner Contribution % From 01.04.15</b>
Bromsgrove	12	9	21	11.53%
Worcs City	13	11	24	13.37%
Worcs County	21	17	38	21.31%
Malvern Hills	10	8	17	9.74%
Redditch	14	11	24	13.65%
Wychavon	18	14	32	17.71%
Wyre Forest	13	10	23	12.69%
<b>Total</b>	<b>100</b>	<b>79</b>	<b>179</b>	<b>100.00%</b>

	<b>£</b>
<b>Budget as per Business Case</b>	<b>1,538</b>
<b>Funded by:-</b>	
Spend 2010/11 - Funded by partners	101
Spend 2011/12 - Funded by RIEP	119
Spend 2012/13 - Funded by Partners	142
Spend 2012/13 - Funded by RIEP	128
Spend 2013/14 Funded by Partners	104
Spend 2013/14 - Funded by RIEP	22
Spend 2014/15 Funded by Partners	17
Annual Revenue Funding Requirement 15/16	79
Capital Funding Requirement From Partners 15/16	100
RIEP Funding to be drawn down	0
<b>Total Project</b>	<b>812</b>
<b>SAVINGS FROM ORIGINAL BUSINESS CASE</b>	<b>726</b>



## Joint Committee 26<sup>th</sup> November 2015

### WORCESTERSHIRE REGULATORY SERVICE BUDGETS 2016/17

#### Recommendation

It is recommended that the Joint Committee:

- 1.1 Approve the District Partners gross expenditure budget of £3,394k as shown in Appendix 1 & 2.
- 1.2 Approve £153k proposed County budget. Recognising that terms of SLA remain to be finalised and therefore the final figure will be different and will be dependant on the number of months that the SLA covers.
- 1.3 Approve the District Partners income budget of £216k as shown in Appendix 1 & 2.
- 1.4 Subject to approval of 1.1 / 1.3, approve the District Partners revenue budget allocations for 2016/17

Bromsgrove	£439k
Malvern	£386k
Redditch	£529k
Worcester City	£507k
Wychavon	£701k
Wyre Forest	£463k
	<b>£3,025k</b>

The approved budget will then be recommended to partner councils to be considered for 2016/17.

#### Contribution to Priorities

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

#### Introduction/Summary

This report presents the revenue budget for 2016/17 in relation to Worcestershire Regulatory Services.

## Background

The WRS Management Board have considered the proposed budget for 2016/17 and would recommend its approval to Members.

## Report

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

- WRS Budget Plan 2016/17 – Append 1
- WRS Partner Budget Breakdown – Append 2

### WRS Budgets 2016/17

Appendix 1 shows the 2016-17 draft budget breakdown for a district partnership .

The following assumptions have been made in relation to the projections:

- 1% pay award across all staff. This will be subject to the National Pay Negotiations that are ongoing and therefore the final position will reflect any formally agreed increases.
  - The draft budget will be revised over the next few months as work continues on identifying the additional savings required.
  - Requirement for back funding 2016-17 will need to be funded by the partner Councils. Should this be allocated on the current % split the cost for 2016-17 would be:-
- |                 |        |              |
|-----------------|--------|--------------|
| • Bromsgrove    | 11.53% | £14k         |
| • Redditch      | 13.65% | £17k         |
| • Wyre Forest   | 12.69% | £16k         |
| • Wychavon      | 17.71% | £22k         |
| • Malvern       | 9.74%  | £12k         |
| • Worcs City    | 13.37% | £17k         |
| • County        | 21.31% | £26k         |
| • <b>Total:</b> |        | <b>£124k</b> |

Negotiations are being held with the County for WRS to continue to run Trading Standards / Animal Welfare service for April – June 2016, although further work will be required around these negotiations it is anticipated that this will cost around £153k

The recommended budget is based on the draft new partnership agreement being developed in line with the

	recommendations agreed at Joint Committee in June and currently being approved by all present partners.
<b>Financial Implications</b>	None other than those stated in the report
<b>Sustainability</b>	None as a direct result of this paper
<b>Contact point</b>	Jayne Pickering – 01527 881400
<b>Background Papers</b>	Detailed financial business case

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Account description	Budget 2016 / 2017 £000's
<b>Employees</b>	
Monthly salaries - assumes savings made to fund incremental increase	2,647
Training for professional qualifications	2
Medical fees (employees')	2
Employers' liability insurance	17
Employees' professional subscriptions	4
<b>Sub-Total - Employees</b>	<b>2,671</b>
<b>Premises</b>	
Internal repair/maint.	0
Rents	60
Utilities	0
Business Rates	0
Room hire	2
Trade Waste	0
Cleaning and domestic supplies	0
<b>Sub-Total - Premises</b>	<b>62</b>
<b>Transport</b>	
Vehicle repairs/maint'ce	3
Diesel fuel	8
Licences	1
Contract hire of vehicles	4
Vehicle insurances	3
Van Lease	9
Fares & Car Parking	5
Car allowances	85
<b>Sub-Total - Transport</b>	<b>118</b>
<b>Supplies &amp; Service</b>	
Equipment - purchase/maintenance/rental	21
Materials	9
Clothing and uniforms	2
Laundry	1
Training fees	23
General insurances	30
Printing and stationery	21
Books and publications	2
Postage/packaging	11
ICT	60
Telephones	23
Taxi Tests	30
CRB Checks (taxi)	25
Legal fees	0
Support service recharges	100
Support service recharges - ICT	60
Audit	5
<b>Sub-Total - Supplies &amp; Service</b>	<b>422</b>

**Contractors**

Consultants / Contractors' fees/charges/SLA's	236
Advertising (general)	4
Grants and subscriptions	13
Marketing/promotion/publicity	2
<b>Sub-Total - Contractors</b>	<b>255</b>

**Savings to be identified to keep council targets for 2016/17**

Savings for partner councils	-134
<b>Sub-Total - Savings to be identified</b>	<b>-134</b>

**DISTRICT PARTNERSHIP BUDGET 2016-17****3,394****Income**

Grants / Nuisance Work / Food Training / Contaminated Land / Stray Dogs / Sewer Baiting	-216
--	------

County - 3 Mth SLA	-153
--------------------	------

<b>Sub-Total - Income</b>	<b>-369</b>
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**TOTAL BUDGET 2016/17****3,025**

# REGULATORY SERVICES BUDGET 2016/2017

Appendix 2

BUDGET PER PARTNER COUNCIL	2016-17 Revised Percentages	Draft Budget 2016-17	Income 2016/17	Income - SLA County 3 Months	Budget 2016-17
	%	£'000	£'000	£'000	£'000
Bromsgrove	14.52%	493	-31	-22	439
Malvern	12.77%	433	-28	-20	386
Redditch	17.49%	594	-38	-27	529
Worcester City	16.76%	569	-36	-26	507
Wychavon	23.16%	786	-50	-35	701
Wyre Forest	15.30%	519	-33	-23	463
<b>District Partnership Budget Total</b>	<b>100.00%</b>	<b>3,394</b>	<b>-216</b>	<b>-153</b>	<b>3,025</b>

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## Joint Committee

26<sup>th</sup> November 2015.

### **WORCESTERSHIRE REGULATORY SERVICES Mobile Homes Act 2013**

#### **Recommendation**

1. That the Joint Committee endorses the development of a compliance/enforcement structure and fee policy as required by the Mobile Homes Act 2013; with a view to providing this service to its current partners if required and other Local Authorities.

#### **Background**

The principal legislation concerning the licensing of caravan sites and mobile home sites is the "Caravan Sites and Control of Development Act 1960 (CSA 1960). This requires local authorities to issue without charge Caravan Site Licences for certain types of caravan sites. For the purposes of this report caravan site and mobile home sites are synonymous.

The 1960 Act has now been amended by the Mobile Homes Act 2013 (MHA 2013) which was introduced to provide greater protection to permanent occupiers of mobile home sites. The changes introduced by the 2013 Act came into force on 1<sup>st</sup> April 2014. These powers include the ability for local authorities to charge fees now for their licensing functions in respect of relevant protected sites (sites that are wholly or partly residential).

Under the 2013 Act there is an expectation that Councils will inspect sites annually and use the additional powers to ensure compliance with relevant site licence conditions.

Councils can charge a fee for different licensing functions, serve enforcement notices and publish any site rules relating to a site. In order to charge fees the Council must publish its Fees Policy and incorporate an annual review of those fees.

Worcestershire Regulatory Services currently administers Caravan site licensing under the Caravan Sites and Control of Development Act 1960 (CSA 1960) on behalf of 2 of its 6 District partners, namely Wychavon District Council and Worcester City Council.

#### **Current Position**

**Bromsgrove District Council** – Are in the process of introducing a fees and charges policy; currently this work is undertaken by their Private Sector Housing Team.

**Malvern Hills District Council** – Have introduced a fees and charges Policy. It is understood this work is currently carried out by the Housing Department.

**Redditch Borough Council** – currently has no Mobile Home sites but could benefit from introducing the fees and charges policy and compliance regime for a consistent approach. This work is currently undertaken by their Private Sector Housing Team.

**Worcester City Council** – WRS administers caravan licensing under the previous legislation. See recommendation 1 above.

**Wychavon District Council** – WRS administers caravan licensing under the previous legislation. See recommendation 1 above.

**Wyre Forest District Council** – according to their website have not yet introduced a fees and charges policy or inspection regime under the Mobile Homes Act 2013.

The Mobile Homes Act 2013 amended the legislation to provide effective enforcement powers to require works to be carried out to remedy poor conditions on what are often referred to as “park home sites”, where people have permanent residence as opposed to simply being holiday lets. Where there is non-compliance, the local authority can take effective enforcement action, obviously governed by its enforcement policy. Where necessary this action can include court action.

The majority of park home sites are owned and managed by fair and professional individuals or businesses. It is unlikely that such well-run sites will be significantly affected by the new regime, although they may benefit from more site visits by the local authority to assist them in achieving compliance with the law.

Where park owners do not run their parks well and allow conditions to deteriorate, affecting the amenity of the park and the health and safety of residents, local authorities can now ensure standards are met through the licensing regime and take non performing park owners to task.

### **Who is affected?**

In addition to planning permission, all caravan and residential parks need a site licence to operate, issued by the Local Authority, which may include specific conditions. This relates to holiday parks as well as residential parks.



The changes brought in by the above Act in respect of licensing and enforcement only relate to “relevant protected sites” which by definition are privately owned parks that are occupied wholly, or in part, for permanent residential use. This includes “mixed use” sites where there is both holiday and residential occupation of pitches.

The old legislation only allowed a local authority to prosecute for non-compliance with a licence condition. The new legislation introduces a provision for serving a statutory notice which simplifies the enforcement procedure and gives the park owner an opportunity to put things right before facing any prosecution. It also allows local authorities to enter sites in an emergency to resolve problems, in effect by undertaking works in default for which costs may be recovered.

## Contact Points

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

## Background Papers

The Mobile Homes Act 2013  
A Guide for Local Authorities on setting site licensing fees.

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## Worcestershire Regulatory Services

*Supporting and protecting you*

### JOINT COMMITTEE

Date : 26<sup>th</sup> November 2015

### Activity and Performance Data Quarters 1 and 2

#### Recommendation

That the joint committee notes the Report.

#### Background

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

#### Contribution to Priorities

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

#### Report

#### Activity Data

With respect to **district functions**, as usual, licensing and environmental nuisance continue to make the most impact in terms of demand which is understandable given their direct impact on the public. The most significant piece of data in the Q2 information was that numbers of complaints relating to nuisance and noise showed only a marginal increase over Q1

As members are aware from previous reports, these types of complaint, especially noise are seasonal due to factors such as outdoor events, and one normally expects to see a spike in figures for Q2 which appears not to have happened this year, although the number of noise complaints is still significant.

There could be a number of reasons for this but the most likely is the relatively poor weather during the summer. Long periods of fine weather usually lead to significant increases in the number of complaints about nuisance, and especially noise. Whilst there was a lot of dry weather this summer it was relatively cool, making it less likely that people would hold noisy events outdoors and people would be more likely to keep windows closed.

As part of the efficiency savings for all partners, we have introduced the kind of self-help regimes that have been in place in Worcester City and

# Agenda Item 8

Wyre Forest for a couple of years, and extended the range of nuisance complaints in these two districts for which self-help is required before the service will intervene. Previous experience would suggest that it takes 6-12 months before the impact of such measures is seen in the figures, so it is unlikely that anything introduced in April would feed through so quickly. We will now have to wait until next summer to see if the weather was as responsible as we think.

The spread of noise complaints has not significantly altered with all districts having wards that appear within the top 20 for the overall number of complaints (please note some old ward boundaries have been kept for data comparison purposes, and will not change until the new financial year.)

Health and safety showed an increase over the last quarter and the same quarter last year and this area of work has put increasing demand on the team not only because of numbers but also the complexity and seriousness of a small number of cases under investigation which currently include 2 fatalities.

353 food hygiene inspections were carried out and the food hygiene inspection programme is on or ahead of schedule in all areas.

The focus this last quarter for the technical pollution team has been on air quality work and the production of the air quality action plan progress report which will be submitted to DEFRA this summer.

Planning consultations continue to make large demands in terms of numbers and complexity on the team with numbers down on last quarter but significantly up on the same quarter last year. The reason for the recent drop is probably seasonal combined with the work the team is doing with district development control teams to lessen the number of referrals.

Licensing demand continues to be high but consistent with previous quarters as one would expect given the relatively stable number of licences issued and renewals. Taxi and alcohol licensing continue to be the highest areas of demand.

**Trading standards** service requests are holding steady compared with the last 2 quarters but slightly down compared to the same quarter last year.

The top three complaint categories are second hand cars, building work and clothing.

As members will recall complaints about furniture usually featured within the top 3 but for the second quarter running clothing has pushed furniture out and we will keep an eye on this trend.

Activity continues to be focussed on rogue traders who target vulnerable people, consumer products that are dangerous and can cause people harm and traders with a large number of complaints against them.

## Performance

Customer satisfaction figures for Q2 are 77% which is down on last quarter



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but is consistent with the overall satisfaction of 77% for all of last year.

Business satisfaction for the quarter is 98% the same as for the last quarter and 73% of customers feel better equipped to deal with problems after speaking with us which is a decrease on the first quarter but consistent with last year's out-run figure.

Overall for the first 6 months the satisfaction figures are very similar to last years and staff will now be working hard to try and attain an improvement overall.

The cumulative number of sick days per staff member is 1.55 days which puts us on target to beat last year's 3.9 days per FTE.

% of licensed premises subject to complaint of not upholding the licensing objectives was 3.9% for the county and last year's total was 7%, so a similar position at 6-months. Rates of noise complaints per 1000 persons were 1.87 compared with last year's total of 3.8, so again similar in trend to last year.

Performance overall is comparable and in some areas improved over last year and we will work as a team to ensure this is reflected at year end. See appendix B Table of PIs)

Finally a couple of press releases from the quarter that should be of interest. All of WRS press releases are available on the website.

## Items of interest

### **First for Worcestershire business! 06 October 2015**

Congratulations to Spennells Tandoori in Kidderminster

The first Asian business in Worcestershire to achieve the Healthier Choices food award.

It is owned and operated by Mr Tazmul Islam whose premise is in the Spennells Shopping Centre, Warbler Place, Kidderminster.

On receiving the Gold level for the Healthier Choices Food Award, Mr Islam said, 'I am delighted to be the first winner of this award in Kidderminster. I hope that people will try the food I serve, especially the healthier choices'.

Customers can request more salad with their starter or main meal and smaller portions of the meals. A current favorite is Chicken Tandoori with salad.

Website of business- <http://spennellstandoori-hoobrook.co.uk/>

For full details of the award scheme visit [www.worcsregservices.gov.uk/food](http://www.worcsregservices.gov.uk/food)



## **Fined for selling illegal tobacco**

A Worcestershire shopkeeper caught selling illegal tobacco has been fined after pleading guilty to 18 offences.

Ahmed Mohammed Ahmed, 37, of Juniper Avenue, Gloucester, appeared at Worcester Magistrates Court on Thursday (July 30) where he pleaded guilty to 18 offences of selling counterfeit and incorrectly labeled tobacco, through Evesham Mini Market on Evesham High Street which he ran at the time.

The court heard how offences were uncovered in March 2014 when Worcestershire Regulatory Services (WRS) Trading Standards officers carried out test purchases at the Mini Market following a number of anonymous complaints about the sale of non-duty paid and foreign labeled cigarettes.

The officers then visited the Mini Market with police and a sniffer dog and found foreign labeled cigarettes and tobacco being sold. Cigarettes and tobacco - including counterfeit Golden Virginia Hand Rolling Tobacco and cigarettes not marked with the appropriate warning statements or photographs - were found hidden under shelving units, behind other foods and household goods on the shelves and in two holdalls in the staff toilets.

As a result of the investigation Mr Ahmad's licence to sell alcohol was revoked by the licensing committee of Wychavon District Council.

In mitigation, Mr Ahmad claimed that he was not aware of the presence of the cigarettes and tobacco and that he had subsequently sold his interest in the business.

Magistrates fined Mr Ahmed £1,080 with a £20 victim surcharge and awarded costs of £3,120.

WRS Joint Committee Chairman Cllr Bronwen Behan said: "Illegal tobacco has a serious impact on health and legitimate local business. It is far from a victimless crime and this case shows that we will move to protect public safety and our communities."

Simon Wilkes 01562738060  
Simon.Wilkes@worcsregservices.gov.uk

**Contact Points**

**Background Papers**

Appendix A: Activity Report (separate document)  
Appendix B: Performance indicators Table

Appendix B: Performance Indicator Table

Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	83%	77%		
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	98%	98%		
3. % businesses broadly compliant at first assessment/ inspection	Annually	NA	NA	NA	
4. % of food businesses scoring 0,1 or 2 at 1 <sup>st</sup> April each year	Annually	NA	NA	NA	
5. % of applicants for driver licenses rejected as not fit and proper Number of applicants refused, by district, and percentage those drivers represent of the total driver numbers in the County	6-monthly	NA	Bromsgrove 1 Malvern Hills 1 Redditch 6 Worcester 5 Wychavon 1 Wyre Forest 3 <b>Total 17</b> <b>1.1%</b>	NA	
6. % of vehicles found to be defective whilst in service Number of vehicles found to be defective by district and the percentage this represents of the fleet county-wide	6-monthly	NA	Bromsgrove 1 Malvern Hills 1 Redditch 2 Worcester 3 Wychavon 2 Wyre Forest 2 <b>Total 11</b> <b>0.8%</b>	NA	
7. % of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	80%	73%		
8. Review of register of complaints/ compliments NB: See breakdown tables	Quarterly	6/20	10/31		
9. Annual staff sickness absence at public sector average or better	Quarterly	0.99 day/ FTE	1.55 days/ FTE		
10. % of staff who enjoy working for WRS	Annually	NA	NA	NA	



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11. % of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	NA	Bromsgrove 3.6% Malvern Hills 1.4% Redditch 4.8% Worcester 5.4% Wychavon 3.6% Wyre Forest 4.7% <b>Worcestershire 3.9%</b>	NA	
12. Rate of noise complaint per 1000 head of population	6-monthly	NA	Bromsgrove 1.64 Malvern Hills 1.51 Redditch 2.12 Worcester 2.67 Wychavon 1.56 Wyre Forest 1.71 <b>Worcestershire 1.87</b>	NA	



Worcestershire  
**Regulatory Services**  
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# Activity Report 2015/16

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

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### District Overview

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# Service Overview

## Simon Wilkes

Head of Regulatory Services

Welcome to the next quarter's activity data for your information. Each of the team managers has provided an indication of the work that their teams have been focused on. I hope that you find this informative.

In order to maintain the consistency of reporting we have decided, for now, to continue with the old ward boundaries for those areas that saw boundary changes. We will look to correct these for the beginning of the new financial year as it seems sensible to us to build a consistent set of data for now. Two years worth of data should help us to identify areas we can target proactively with approaches aimed at demand reduction, to try to increase efficiency and lower cost in the longer term.

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Simon Wilkes



**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



**worcestershire**  
countycouncil

# Environmental Health Overview

## David Mellors

Community Environmental Health Manager

This quarter the Environmental Health team dealt with 967 service requests with noise cases accounting for some 60% of all complaints and enquiries received.

The food inspection programme remains on target with 374 Food Hygiene inspections having been carried out this quarter. Two food premises in the Redditch area were closed as they posed an imminent risk to health due to mouse infestations.

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

77 accident reports were referred to WRS for investigation including 4 fatalities. The number of Improvement and Prohibition Notices served on businesses to secure health and safety standards has increased significantly, with 18 notices having been served in respect of tyre fitting centres.

The number of infectious disease notifications peaked in August with Salmonella, Cryptosporidium and Giardia being the most common infections reported. E Coli in salad was the subject of an investigation in the summer and Officers participated in a pandemic flu exercise organised by the Local Resilience Forum designed to inform and test the County's preparedness to deal with such an outbreak.

There are currently 12 enforcement cases either in the court system or in the final stages of investigation. 5 of these are in respect of health and safety breaches, 3 regarding noise nuisance and 4 for food safety offences. 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.

The contract to provide pollution work for Tewkesbury Borough Council has been extended into October 2015, providing an income which is being re-invested in the service. Work continues with the Local Economic Partnership (LEP) looking at a possible Earned Recognition scheme designed to enable small producers and manufacturers to access new markets. The scoping study phase 1 report has been completed and is with the LEP for approval.

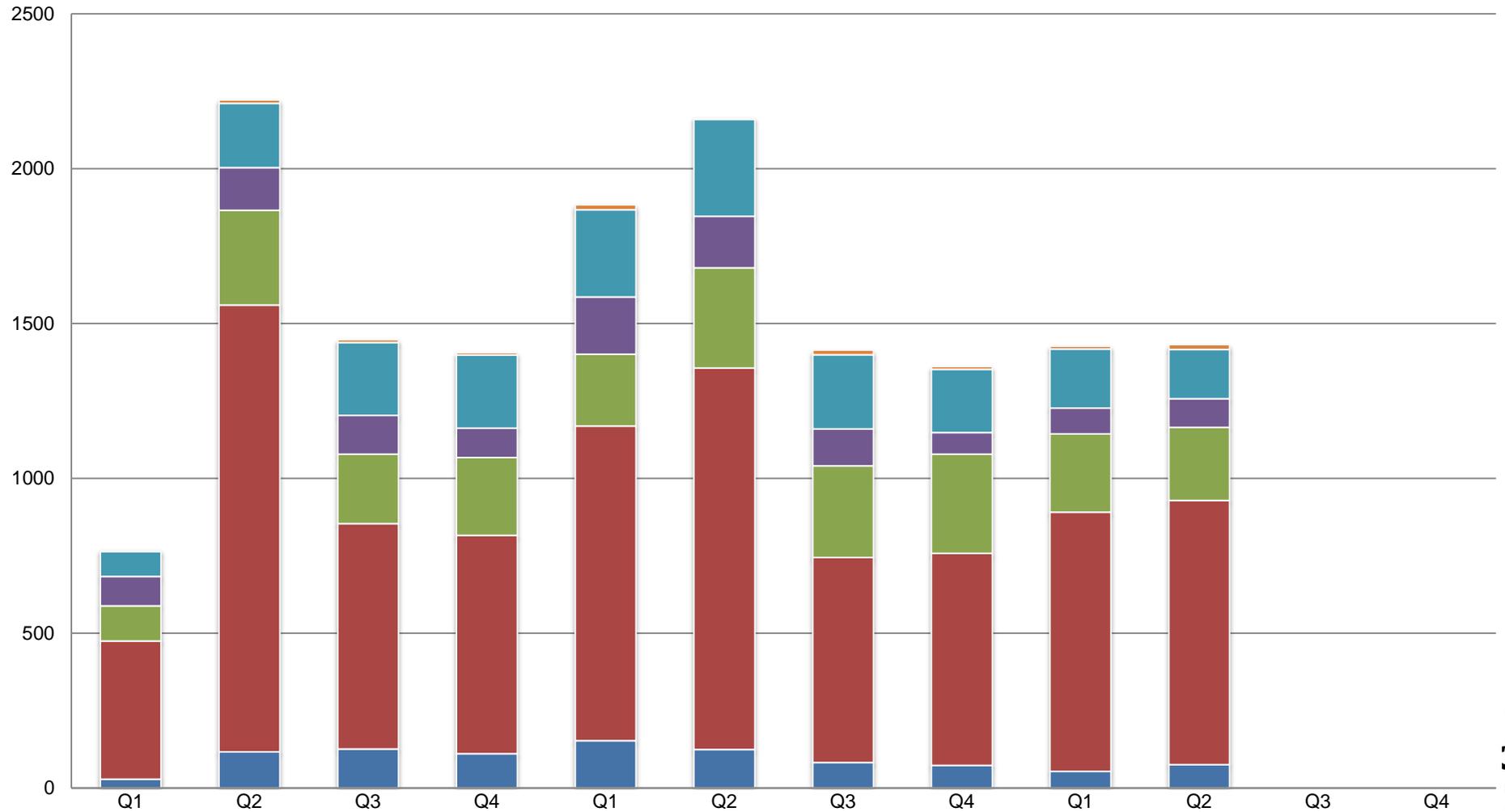


**Bromsgrove**  
District Council  
[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)



# Environmental Health Service Requests

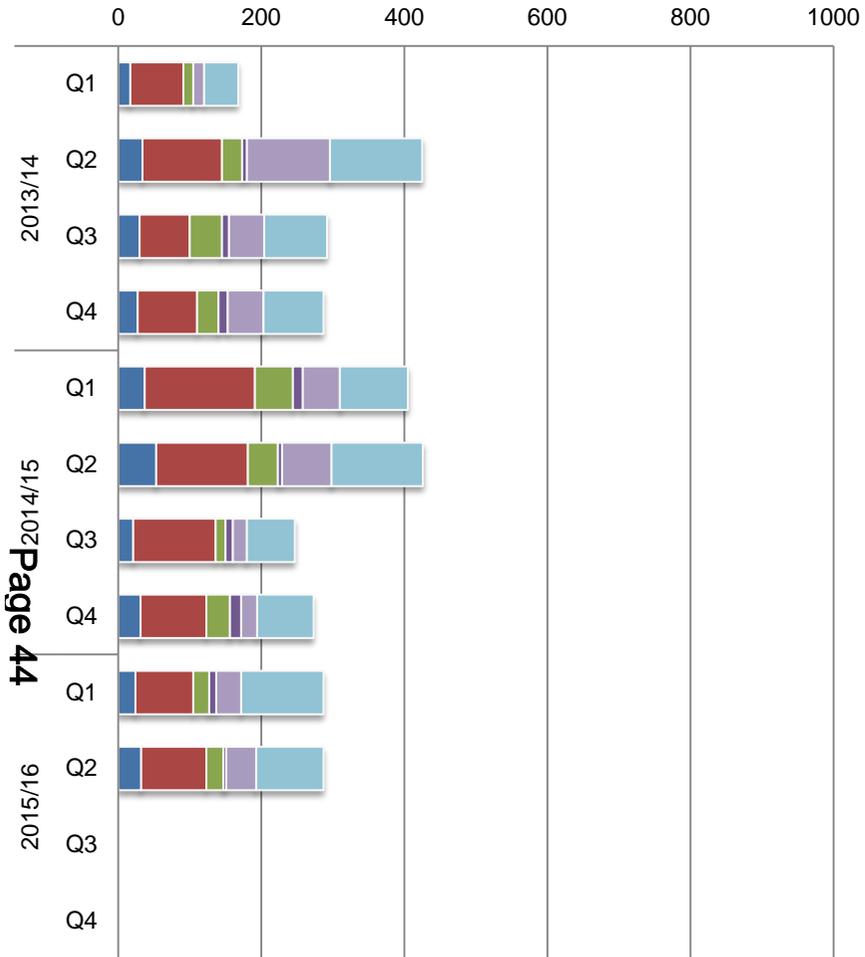
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	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Public Burial	5	11	9	8	16	5	15	9	9	16	0	0
Information Requests	81	208	236	236	281	313	239	204	191	159	0	0
Health & Safety	95	138	125	95	185	166	120	70	83	92	0	0
Food	113	305	224	251	232	324	295	320	253	236	0	0
Environmental	446	1443	728	705	1016	1231	662	685	837	853	0	0
Dog Control	29	117	126	111	153	125	83	73	54	76	0	0

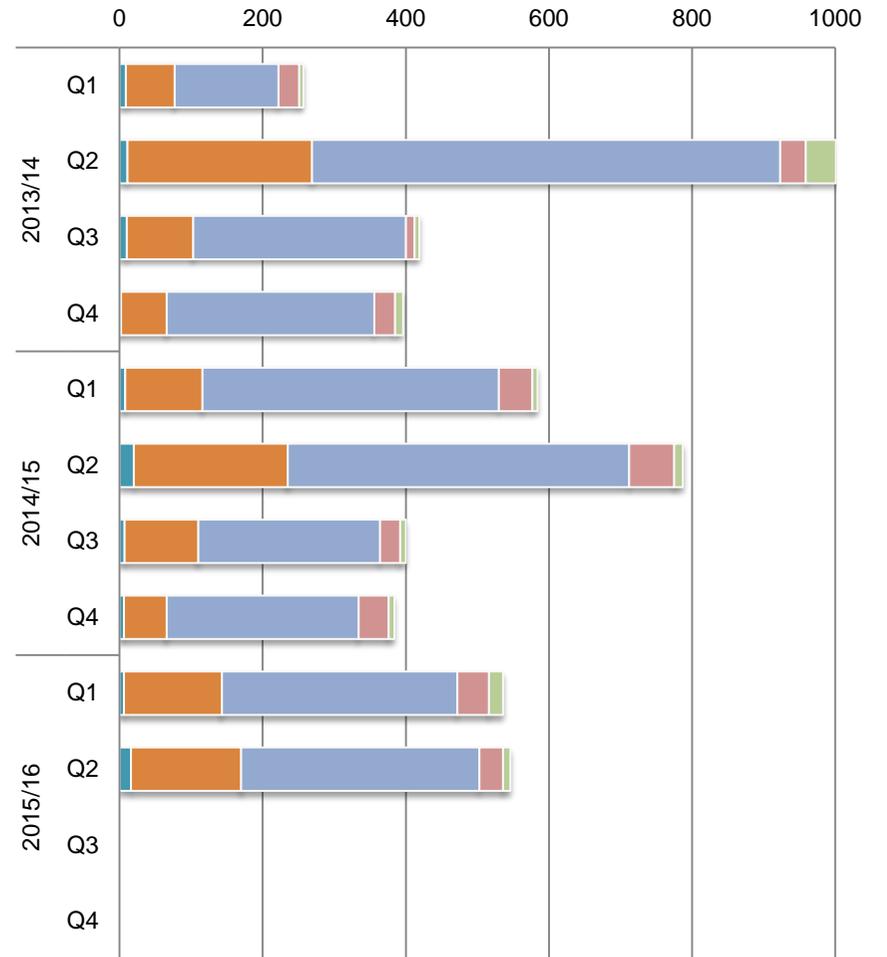
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## Nuisance Cases (excluding noise)



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

## Noise Cases

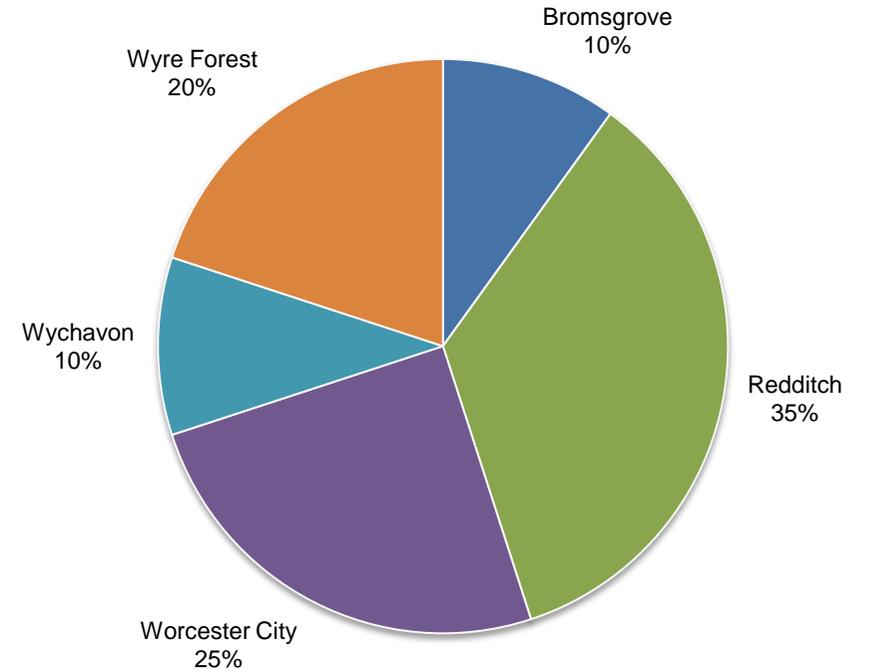


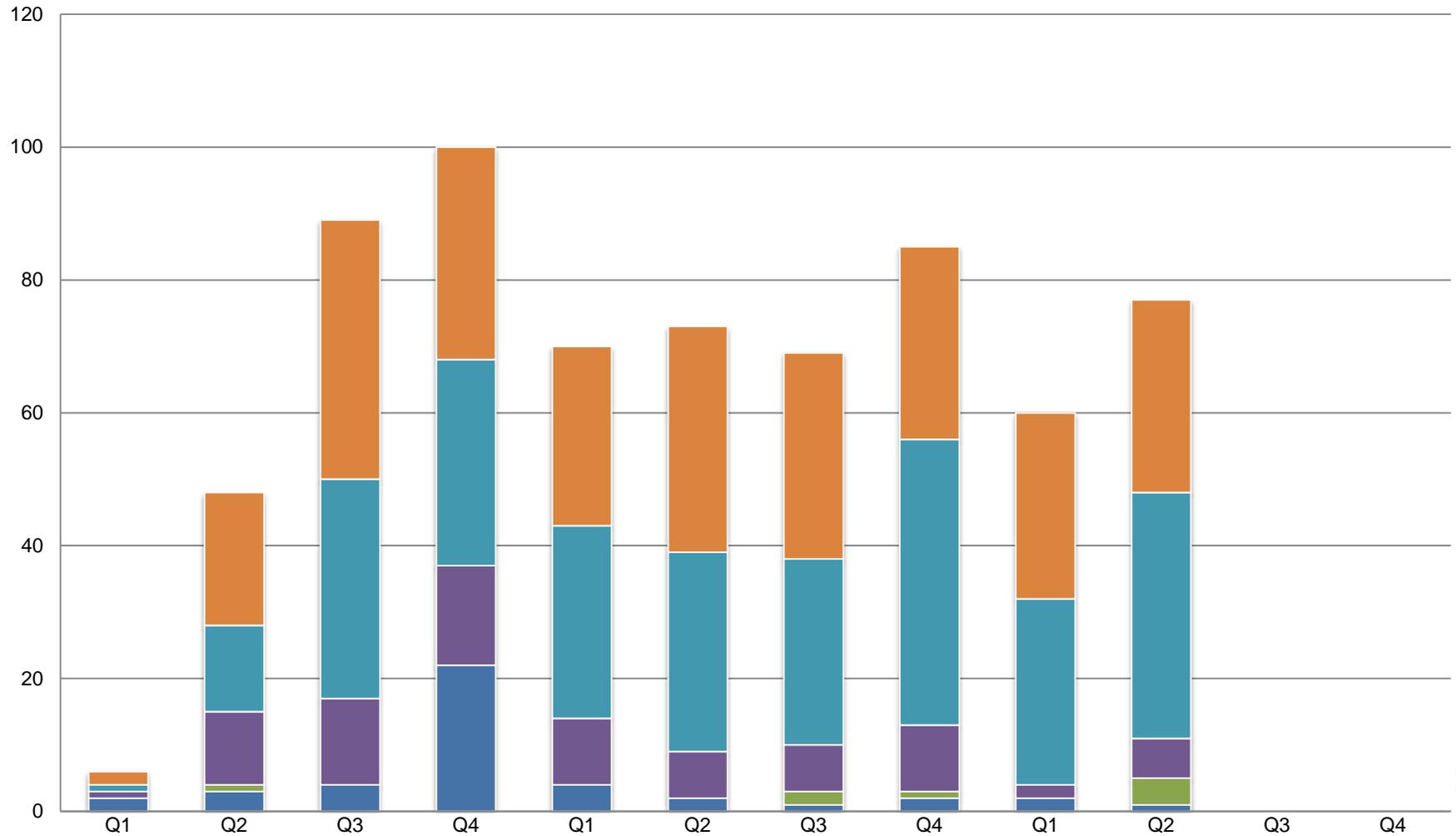
- Noise - Alarm
- Noise - Commercial Premises
- Noise - Domestic
- Noise - Industrial or Agricultural
- Noise - Street

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

Ward	Total	Population	Rate (%)
Cathedral	44	10372	0.42%
Warndon	29	5812	0.50%
Gorse Hill	24	5353	0.45%
Rock	22	2461	0.89%
Nunnery	19	8103	0.23%
Arboretum	19	6171	0.31%
Charford	19	6639	0.29%
Alvechurch	18	6675	0.27%
Headless Cross and Oakenshaw	17	8706	0.20%
Central (Redditch)	17	6529	0.26%
Batchley and Brockhill	17	8338	0.20%
Bewdley and Arley	16	6327	0.25%
Matchborough	16	6171	0.26%
Abbey	16	6063	0.26%
Evesham North	15	5079	0.30%
Lickhill	14	6805	0.21%
Pinvin	14	2973	0.47%
Lodge Park	14	5740	0.24%
Church Hill	14	7982	0.18%
Broadwaters	13	7936	0.16%

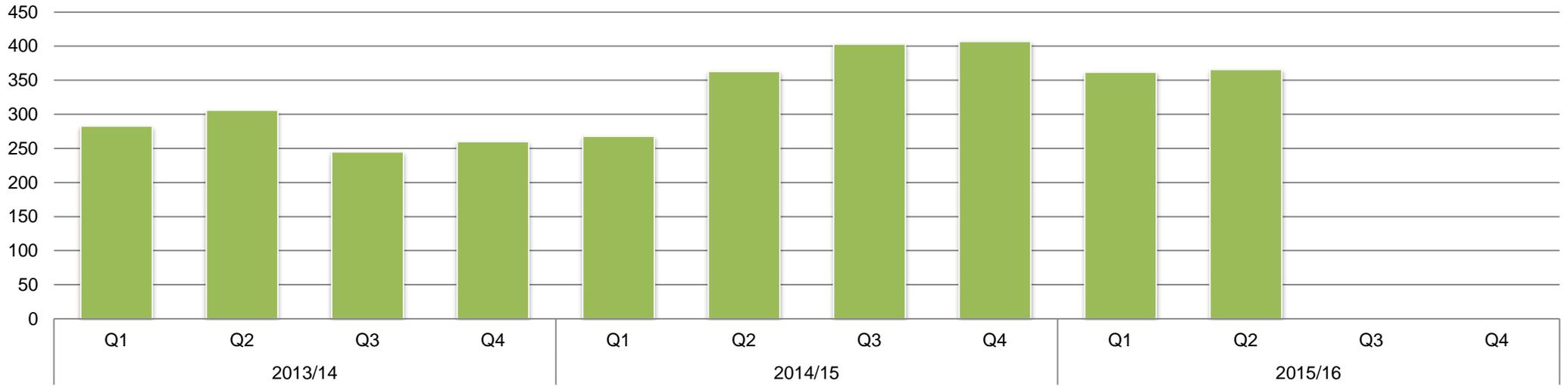
**% of Top 20 by District**



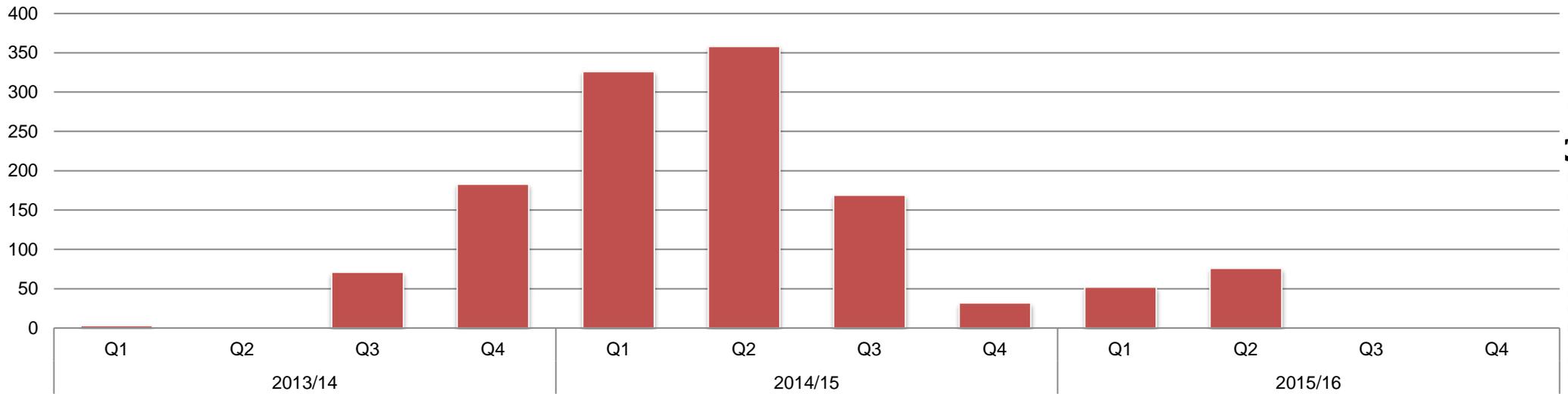


	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Injury to Member of the Public	2	20	39	32	27	34	31	29	28	29	0	0
Over 7 Day Injury	1	13	33	31	29	30	28	43	28	37	0	0
Major Incident	1	11	13	15	10	7	7	10	2	6	0	0
Fatality	0	1	0	0	0	0	2	1	0	4	0	0
Reportable Disease	0	0	0	0	0	0	0	0	0	0	0	0
Dangerous Occurrence	2	3	4	22	4	2	1	2	2	1	0	0

## FHRS Inspections



## Infectious Disease Notifications



# Technical Pollution Overview

## Mark Cox

Technical Services Manager

### Planning Consultations

Requests for advice on technical subjects by planning departments continues to increase for all districts, with a 78% increase compared to the same period in 2013 and 14% increase in comparison to 2014. In particular, there has been a dramatic increase in consultations towards discharge of conditions on existing planning consent. It is believed that this is the effect of increased activity in the house building sector for new applications as well as on going projects.

Work has been undertaken to provide support to Wyre Forest Development Control team to enable them to reduce unnecessary consultations and identify where advisory notes or standard conditions can be used without the need for specific advice.

### Dog Warden and Pest Control Service

Quarter 2 saw the commencement of new contracts in the delivery of pest control across the four districts which offer a service. The transition saw no issues arise and six contractors are available to deliver the service. Full details of the services offered and contractors are available on the WRS website.

Whilst the number of dogs reported as lost or found are slightly down on last quarter the number of dogs reunited with their owners remains high. This is the result of an efficient service in identification of owner and swift reunification with payment of outstanding charges.

Many will have seen the press coverage back in the spring when 'Skeeter' a Staffordshire Bull Terrier was found battered and bruised tied to a tree in Wyre Forest District during sub-zero temperatures. Thankfully Skeeter now has a new home and has recovered from his injuries. Paul Hine, the WRS Senior Dog Warden presented a thorough and quality prosecution file to Wyre Forest solicitors to enable them to prosecute the perpetrator. Thomas Hobbins was given an 18-month community order, during which time he must complete 250 hours unpaid work in the community, is disqualified from keeping an animal for life and ordered to pay £500 court costs and a £60 victim surcharge.

### Contaminated Land

Whilst most contaminated land issues continue to be tackled through the planning regime, there is work on going to investigate and resolve potential risk from existing contamination. Several sites in Bromsgrove are the subject of attempts by the landowners to resolve contamination issues. Officers have been reviewing and supporting the approach being taken to ensure it complies with legislation, best practice and meets the required clean up standards suitable for use. Again in Bromsgrove, Officers are continuing preliminary investigations into a former landfill site to establish whether landfill gas resulting from natural degradation of waste poses any possible risk to nearby dwellings.

## Local Air Quality Management

Significant work has continued to be undertaken in progression of many of the actions listed in the Countywide Air Quality Action Plan 2013. A draft update report detailing progress made in 2014 was consulted on and the final Progress Report is ready for submission to Defra. The update is available on the WRS website. Work is ongoing with drafting this year's annual reports to Defra with Redditch's report close to completion. Comments have been provided on behalf of all districts to Defra on the Draft UK Air Quality Action Plan consultation which was Defra's response to the EU action against the UK for non-compliance with Nitrogen Dioxide Objectives.

Specific actions to tackle air quality where progress continues to be attempted includes:

Consultation on the Southern Link Road dualling has ensured air quality impacts are being considered and addressed in the Malvern Hills, Worcester City and Wychavon areas. Some remedial work has been proposed as a result to ensure there are no adverse impacts to residents.

In Worcester City, the viability of a bid for Clean Bus Technology funding was investigated but it has not been possible to progress at this time and discussions will continue with First Direct (bus operators) and Worcestershire County Council to attempt a bid next year.

## Environmental Permitting

Officers have completed 2nd Quarter inspections (risk dependant) and confirmed that compliance remains high within the various industrial sectors (200+ installations). Work for the last 3 months has also focused primarily on flexible regulation and providing advice on maintaining compliance due to advancement in technology and changes in manufacture saw highlights as listed below : -

**P**  
**000**  
**40**  
**00**  
*Phoenixgrove* - WRS are working with SP Group on ensuring that the Solvent Emissions Directive reduction is achieved. Phoenix By-products Ltd (Mayfield Farm) rendering process remains dormant since shut down in February 2014. No attempt has been made to commission the activities.

*Malvern Hills* - M&M timber have been issued with an A2 permit for timber treatment activities.

*Worcester City* - Officers have been assisting Aeromet with a number of improvements to the VOC emission control on their metal treatment process. Work is on going and it is hoped that a solution will be achieved in the near future. Mazak are working with WRS on a Solvent Emissions Directive derogation to have part of the directive's requirements relaxed do to complexities in the production process that cannot achieve compliance without unreasonable levels of investment. It is anticipated that this will be completed in 2016. Investigations of a printing process operating in the city without abatement or a permit are now complete and legal action is being taken for these significant offences. Officers are now assisting the company on a strategy to achieve long term compliance.

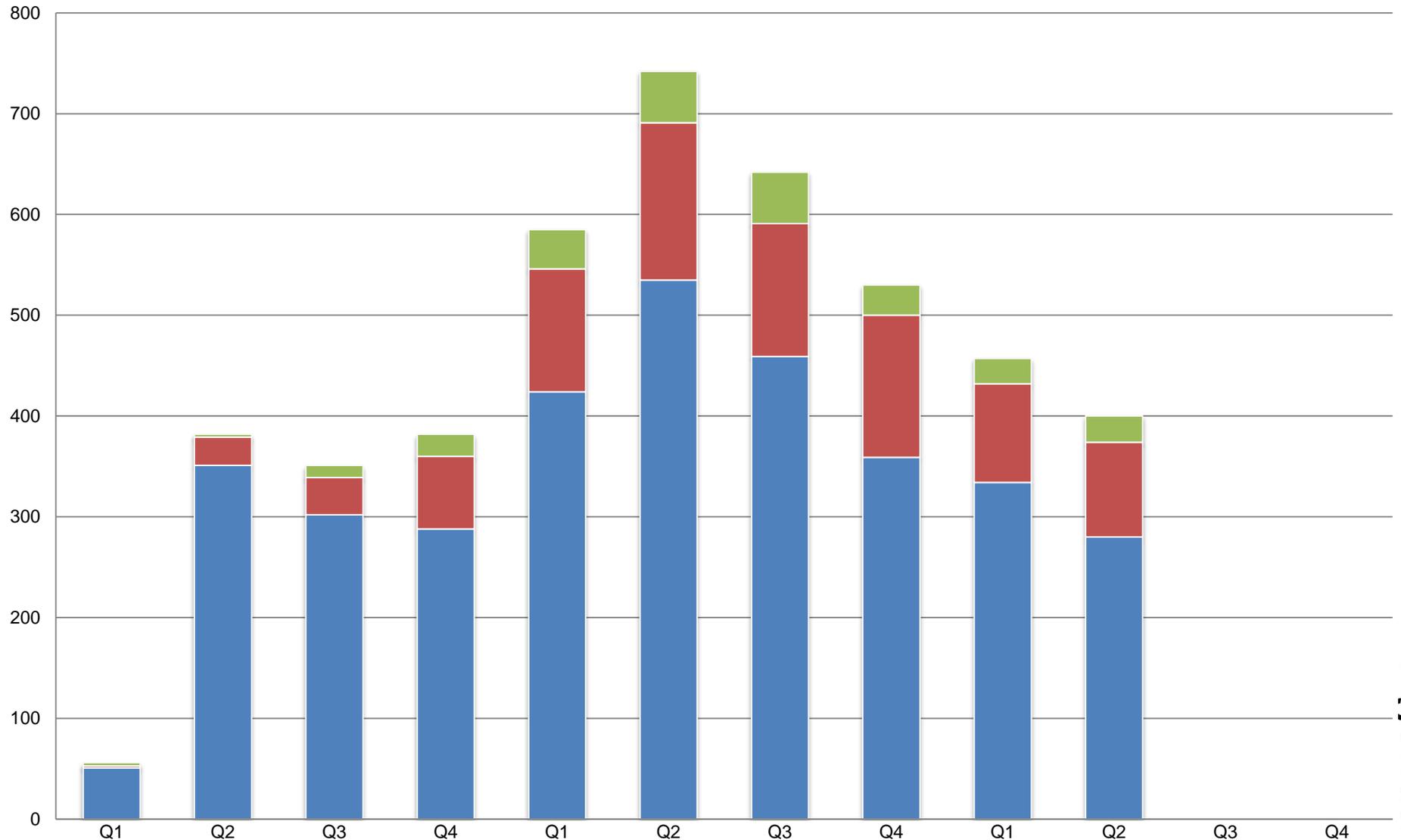
*Wychavon* - Weinberger have been reviewing many of their production processes for a number of years now and have now achieved compliance with the historic noise mitigation requirements of their permit. However further work will be required to bring certain aspects of production to modern standards. Officers are currently exploring various solutions with the company. Amcor continue to work on odour reduction and is undertaking a procurement exercise for additional investment in new technology that will help with the problem.

*Redditch* - WRS are working with AMS Group and Heartbeat the company on ensuring that the Solvent Emission Directive reduction is achieved. Discussions are taking place with the crematorium to improve energy efficiency and will commence trialling changes to the process activity over the forthcoming months.

*Wyre Forest* - The existing Timber Treatment Permit for MPB Garden Buildings will be revoked as of November 2015 and the process should be out of regulation and operating water based activities.

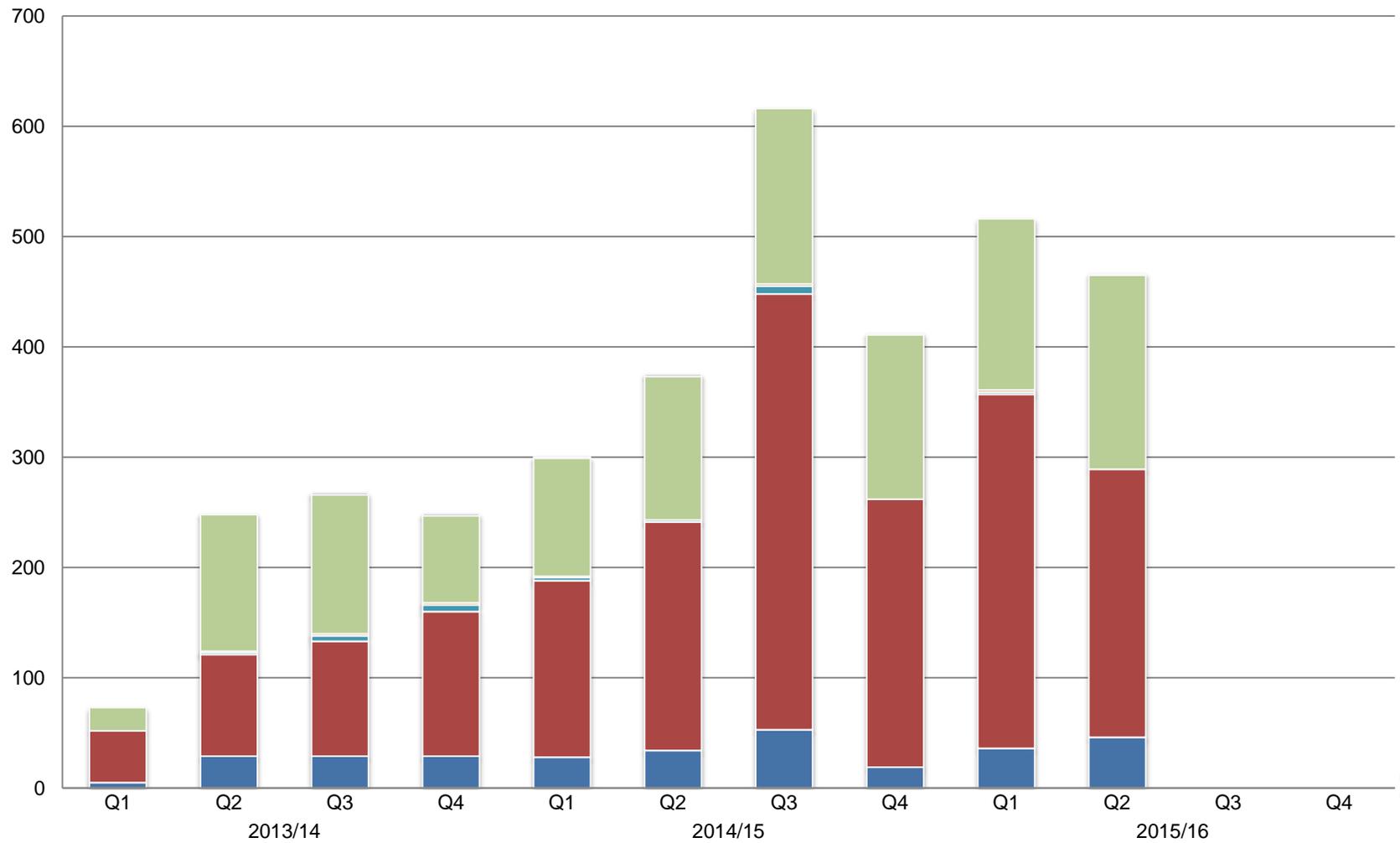
Dog Control

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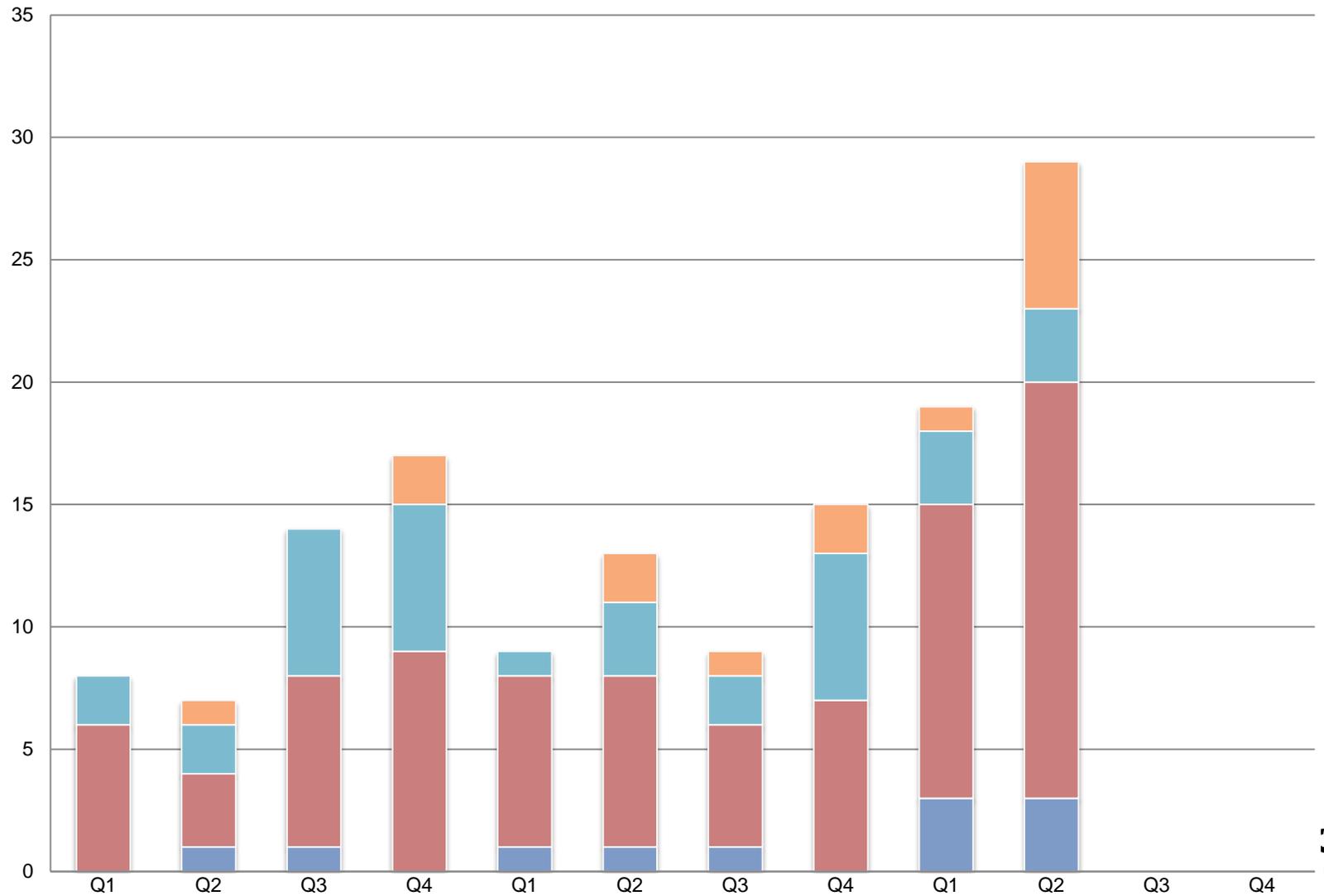


	2013/14	2014/15	2015/16									
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Loose Straying Dog	3	3	12	22	39	51	51	30	25	26	0	0
Report of Lost Dog	2	28	37	72	122	156	132	141	98	94	0	0
Contained Stray Dog	51	351	302	288	424	535	459	359	334	280	0	0

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	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
■ Consultation - Private Water Supplies	0	0	0	0	1	0	0	0	0	1	0	0
■ Consultation - PPC	1	2	2	2	0	2	0	1	0	0	0	0
■ Consultation - Nuisance / Noise	21	124	126	79	107	130	159	149	155	176	0	0
■ Consultation - Health and Safety	1	2	2	2	1	0	2	0	2	0	0	0
■ Consultation - Food	2	5	5	6	3	2	7	0	2	0	0	0
■ Consultation - Contaminated Land	47	92	104	131	160	207	395	243	321	243	0	0
■ Consultation - Air Quality	5	29	29	29	28	34	53	19	36	46	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	6	0	0
Request to Discharge - Noise	2	2	6	6	1	3	2	6	3	3	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	17	0	0
Request to Discharge - Air Quality	0	1	1	0	1	1	1	0	3	3	0	0

# Trading Standards and Animal Health Overview

## Chris Phillips

Trading Standards and Animal Health Manager

The chart (page 15) shows the number of complaints has now stabilised at around 1700 per quarter. Second hand cars continue to be the main source of complaints with home maintenance and home improvements a close second. Priority areas for investigation by the team continue to be rogue traders preying on vulnerable people, unsafe consumer products that have caused or 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 27 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. Activities have involved rogue home improvement businesses, continuing issues relating to possible counterfeit alcohol/tobacco to food sampling projects.

In addition to complaints a number of food sampling projects are underway and 183 samples have been submitted to the public analyst during the first two quarters. These cover both FSA-funded samples and WRS initiated samples.

A number of cases are under investigation and some are working their way through the court system.

Ahmed Mohammed Ahmed pleaded guilty to 18 offences of selling counterfeit and incorrectly labelled tobacco, through Evesham Mini Market on Evesham High Street which he ran at the time.

WRS officers visited the Mini Market with police and a sniffer dog and found foreign labelled cigarettes and tobacco being sold. Cigarettes and tobacco - including counterfeit Golden Virginia Hand Rolling Tobacco and cigarettes not marked with the appropriate warning statements or photographs - were found hidden under shelving units, behind other foods and household goods on the shelves and in two holdalls in the staff toilets.

Magistrates fined Mr Ahmed £1,080 with a £20 victim surcharge and awarded costs of £3,120.

As a result of the investigation Mr Ahmad's licence to sell alcohol had been revoked by the licensing committee of Wychavon District Council.

## Trading Standards and Animal Health Overview (continued)

In another case Daniel Footman, 35 years, formerly of Raglis Close Redditch, was sentenced at Worcester Crown Court on 9 September 2015 after pleading guilty to 9 offences under the Fraud Act 2006 and 2 offences under the Consumer Protection from Unfair Trading Regulations 2008.

Footman was a sole trader in the business of refurbishing kitchens and bathrooms as well as laying flooring. Over a period between November 2009 and September 2013 he was trading as DF interior Design offering services to members of the public as well as businesses. One of the complaints received was from the Citizen's Advice Bureau who paid £3,000 for work to be carried out but Mr Footman failed to complete the work leaving areas unsafe and unusable. Other complaints from members of the public were received that work was left unfinished and money was paid up front for materials which were never supplied. A number of customers demanded their money back and Footman sent cheques which were then dishonoured leaving the customers out of pocket and in some instances needing to instruct other contractors to rectify or complete the unfinished work.

Worcestershire Regulatory Services Trading Standards team received 23 complaints about his business practices and during the investigation it was discovered that Footman was also using trade logos on his van claiming to be a member of the Federation of Master Builders, Trustmark and Guild of Master Craftsmen when he had in fact never been a member of any of these organisations.

Footman was sentenced to 12 months imprisonment suspended for 12 months and ordered to complete 250 hours of unpaid work. An order for £6,000 towards the prosecution costs and a victim surcharge of £100 was also made.

As mentioned above rogue trading is a priority for the Trading Standards team and in September the service was notified of an elderly Worcester resident who had been charged £8000 by a trader cold calling in the neighbourhood dropping off business cards. WRS officers intervened as the trader had failed to issue the appropriate documentation with cancellation rights and issued him with a written warning. Officers also managed to obtain £5000 back for the elderly gentleman.

The team has also been involved with the Police in mini rogue trader patrols during July and the national rogue trader week at the end of September.

WRS officers made a joint visit with the Police to the Wobbly Wheel car boot sale following previous test purchases and discovered two males selling counterfeit DVDs and music CDs. Hundreds of counterfeit DVDs and CDs have been seized.

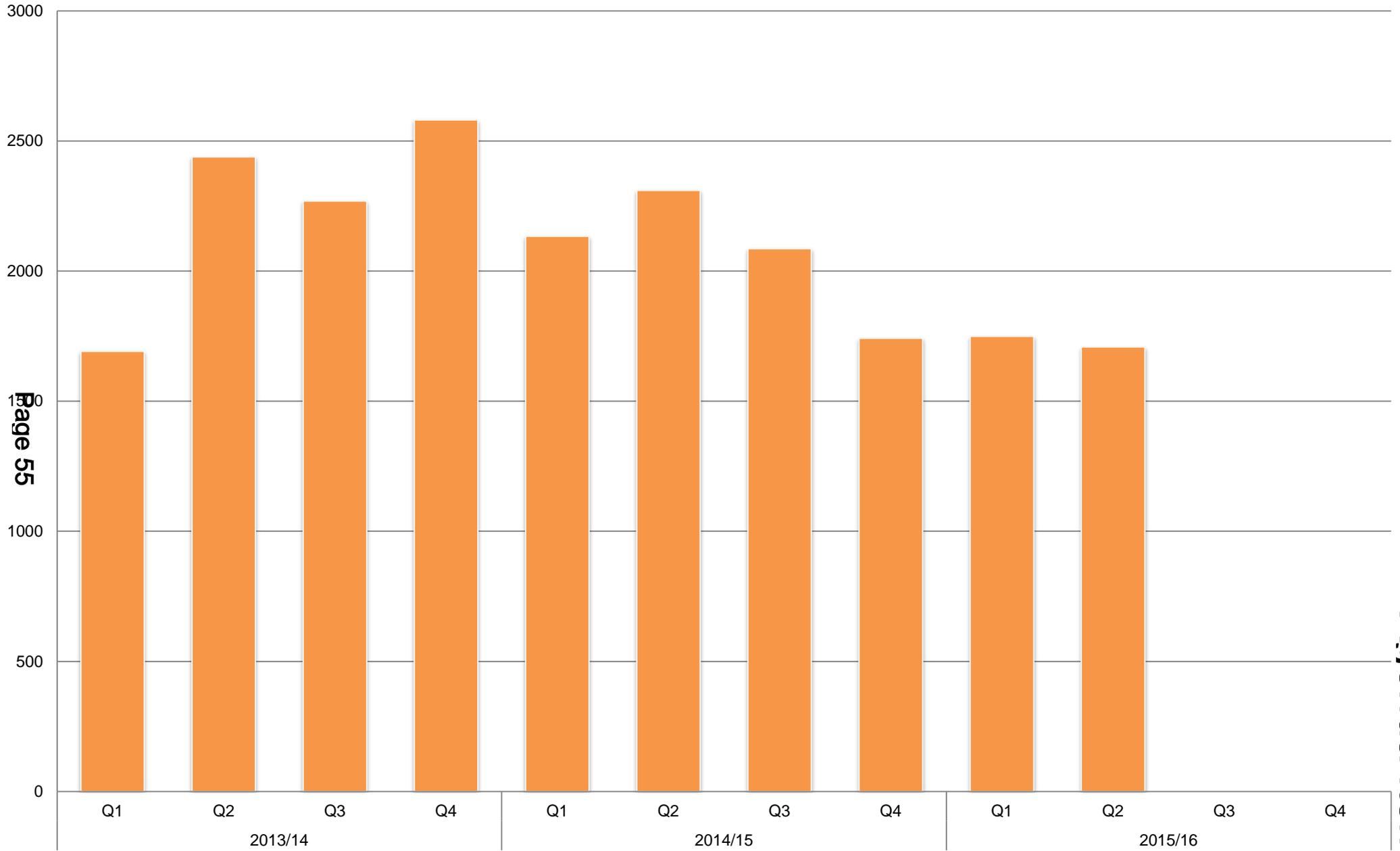
Finally, there has been significant enforcement activity relating to animal health.

In September a dog was illegally imported into the UK. This was reported to WRS by a local vet. The animal needed to be quarantined following inoculation for 21 days, which cost about £800 including transport to an authorised kennel. The matter is still under investigation with an interview with the couple who imported the dog pending.

A prosecution is currently going through the court system against a farmer who has failed to properly dispose of dead sheep on his farm on a number of occasions. He has received warnings and a caution in the past, but the service has had to resort to prosecution as the offences have continued.

Another farmer is being prosecuted in relation to a range of offences relating to breaching a TB Notice restricting movements of animals onto his farm and animal welfare issues.

# Trading Standards and Animal Health Service Requests

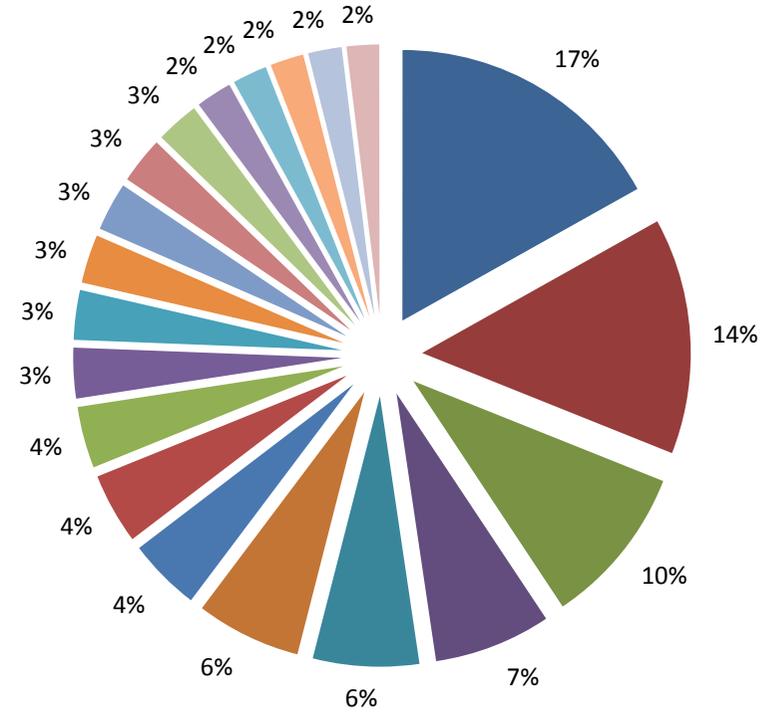


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**% Top 20 Complaint and Enquiry Categories**

Category	Total
Second Hand Cars	268
Home Maintenance and Improvements	223
Clothing and clothing fabric	152
Furniture	111
Food and Drink	101
Industrial/commercial goods and services	100
Gardening products and services	69
Telecommunications	67
Professional Services	58
Personal Computers, accessories, software and services	48
Other Personal Goods and Services	47
Large Domestic Appliances	46
Large Domestic Appliances	46
Car repairs and servicing	44
Petrol and Oil	41
Small Domestic Appliances	34
Other Motor vehicle purchases	33
Pets and Veterinarian Products/Services	32
Sports and hobby equipment and services	32
Insurance	31



# Licensing Overview

**Sue Garratt**

Licensing and Support Manager

Licensing and Support Services have had another challenging quarter and there has continued to be a rise in the number of applications as shown in the previous quarters figures at a 6.5% rise over licence figures from 2014/15. These increases are mainly evidenced in the graph below in the areas of taxi licensing and the Licensing Act (alcohol and licensable activities). In comparison, service requests have shown a decrease in the last quarter, especially in those same areas of taxi licensing and licensing act and this decrease is showing the normal trend we expect to see following the end of summer, for example we are now receiving less enquiries about Temporary Event Notifications, however, this trend will then start to rise again as we approach the Christmas season.

Licensing Officers continue to monitor and respond to changes in national guidance and licensing legislation and these changes have recently resulted in work being undertaken across all districts in a number of key areas such as Taxi licensing (changes to driver/operator licence durations) with the new provisions of the Deregulation Act 2015 and in the area of Gambling (the review of each Council's Statements of Licensing Principles). Licensing Officers have also continued to support partner Councils Licensing Committee's and there has also been further review work in some of the districts relevant policy areas, for example street trading, charitable street collections and more recently a request in one district for a review of the private hire and hackney carriage vehicle compliance and inspection testing regime. There has also been some further work undertaken in another district on a need for a policy on non motorised Hackney Carriage Vehicles.

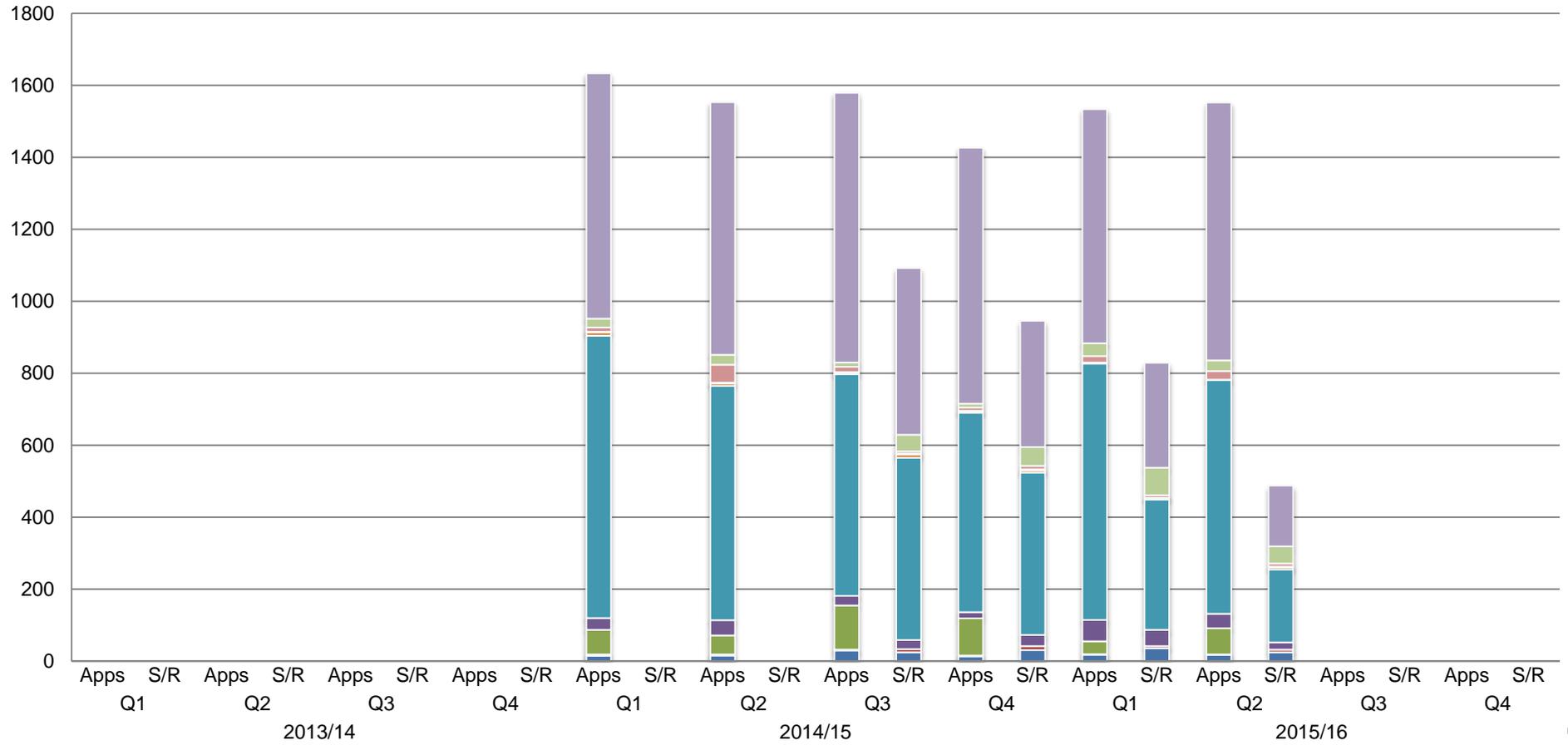
Licensing surgeries in each district continue to work well, with more new applicants preferring to see a Licensing Officer in a face to face environment for general advice and assistance on licensing matters and we are looking at how this information can be reported on in future.

Worcestershire Regulatory Services Joint Committee has recently endorsed our support of the Worcestershire Safeguarding Action Plan and our undertakings within it; it is our feeling that as taxi drivers are the eyes and ears of our community they are well placed to play an important role in our community – Licensing Officers are actively undertaking a CSE (Child Sexual Exploitation) awareness raising campaign with the trade both Hackney Carriage and Private Hire licensed operators/vehicle owners and drivers and also with premises licensed under the Licensing Act. This awareness campaign is also being highlighted through district licensing forums and in other liaison meetings with the trade. Information leaflets about CSE have been written by Licensing Officers and sent out to all licence holders, giving details on how to report any concerns licence holders (especially drivers) may have and who to report it to. Licensing Officers are also keeping District Councillors aware of our involvement in the awareness campaign through feedback at Licensing Committee meetings.

As we are moving into the Autumn, and now that the schools, colleges and the university have all gone back for their Autumn terms, Licensing Officers will be working closely with the County Council (School/passenger transport division), the Police and VOSA in undertaking a number of pre planned visits, proactive works and some surprise visits with the Hackney Carriage and Private Hire licensed trade (Operators, Vehicles and Drivers), helping to ensure the safety of the travelling public.

Licensing Applications and Service Requests

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	2013/14	2014/15	2015/16
Taxi	681	702	749
Street	25	27	12
Skin Piercing	12	50	6
Sex Establishment	1	2	4
Scrap Metal	10	7	2
Licensing Act	784	651	506
Gambling	33	42	25
Charity	68	53	103
Caravan	4	3	2
Animal	15	16	30

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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	5	10	0	0	15	3.7%
Environmental	134	121	0	0	255	62.5%
Food	34	25	0	0	59	14.5%
Health & Safety	11	10	0	0	21	5.1%
Information Requests	25	27	0	0	52	12.7%
Public Burial	2	4	0	0	6	1.5%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	4	6	0	0	10	4.0%
Accumulations - Domestic	8	10	0	0	18	7.1%
Drainage	9	8	0	0	17	6.7%
Light Nuisance	1	0	0	0	1	0.4%
Noise - Alarm	1	2	0	0	3	1.2%
Noise - Commercial Premises	13	21	0	0	34	13.4%
Noise - Domestic	57	41	0	0	98	38.7%
Noise - Industrial or Agricultural	8	5	0	0	13	5.1%
Noise - Street	6	1	0	0	7	2.8%
Odour	6	10	0	0	16	6.3%
Smoke, Fumes and Gases	19	17	0	0	36	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	19	6,639	0.29%
Alvechurch	18	6,675	0.27%
Sidemoor	10	5,171	0.19%
Waseley	8	4,428	0.18%
Stoke Prior	8	2,084	0.38%

# Agenda Item 8

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 is the number of FHRs inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	0	0	0	0	0	0.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	1	0	0	1	4.2%
Major Incident	0	0	0	0	0	0.0%
Over 7 Day Injury	9	6	0	0	15	62.5%
Injury to Member of the Public	4	4	0	0	8	33.3%

**Number of FHRs Inspections** 138

**Infectious Disease Notifications** 23

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	30	27	0	0	57	70.4%
Report of Lost Dog	11	9	0	0	20	24.7%
Loose Straying Dog	4	0	0	0	4	4.9%

## **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	4	5	0	0	9	6.4%
Contaminated Land	50	37	0	0	87	62.1%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	18	21	0	0	39	27.9%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

## **Requests to Discharge**

Air Quality	0	1	0	0	1	0.7%
Contaminated Land	1	3	0	0	4	2.9%
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	6	0	0	8	1.9%
Caravan	0	0	0	0	0	0.0%
Charity	3	10	0	0	13	3.1%
Gambling	2	5	0	0	7	1.6%
Licensing Act	86	96	0	0	182	42.7%
Scrap Metal	1	0	0	0	1	0.2%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	1	6	0	0	7	1.6%
Street	2	4	0	0	6	1.4%
Taxi	103	99	0	0	202	47.4%

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	11	4	0	0	15	8.2%
Caravan	0	0	0	0	0	0.0%
Gambling	6	1	0	0	7	3.8%
Licensing Act	68	24	0	0	92	50.5%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	1	2	0	0	3	1.6%
Street	8	5	0	0	13	7.1%
Taxi	31	21	0	0	52	28.6%
<b>Surgery Requests</b>	19					

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	18	0	0	23	6.4%
Environmental	101	103	0	0	204	57.0%
Food	31	28	0	0	59	16.5%
Health & Safety	6	17	0	0	23	6.4%
Information Requests	27	20	0	0	47	13.1%
Public Burial	1	1	0	0	2	0.6%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	5	3	0	0	8	4.3%
Accumulations - Domestic	6	6	0	0	12	6.5%
Drainage	2	3	0	0	5	2.7%
Light Nuisance	1	1	0	0	2	1.1%
Noise - Alarm	1	4	0	0	5	2.7%
Noise - Commercial Premises	15	14	0	0	29	15.6%
Noise - Domestic	30	27	0	0	57	30.6%
Noise - Industrial or Agricultural	10	8	0	0	18	9.7%
Noise - Street	2	2	0	0	4	2.2%
Odour	5	8	0	0	13	7.0%
Smoke, Fumes and Gases	19	14	0	0	33	17.7%

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	13	4,265	0.30%
Kempsey	10	3,852	0.26%
Priory	8	4,069	0.20%
Link	8	6,213	0.13%
Hallow	6	1,872	0.32%

# Agenda Item 8

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 is the number of FHRS inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	1	0	0	0	1	4.3%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	2	0	0	2	8.7%
Major Incident	0	2	0	0	2	8.7%
Over 7 Day Injury	3	4	0	0	7	30.4%
Injury to Member of the Public	5	6	0	0	11	47.8%

**Number of FHRS Inspections** 94

**Infectious Disease Notifications** 12

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	42	36	0	0	78	72.2%
Report of Lost Dog	14	12	0	0	26	24.1%
Loose Straying Dog	3	1	0	0	4	3.7%

## **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	14	13	0	0	27	12.2%
Contaminated Land	65	67	0	0	132	59.7%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	21	32	0	0	53	24.0%
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	6	0	0	7	3.2%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	2	0	0	0	2	0.9%
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	3	0	0	13	3.1%
Caravan	0	0	0	0	0	0.0%
Charity	11	13	0	0	24	5.8%
Gambling	7	8	0	0	15	3.6%
Licensing Act	156	131	0	0	287	69.3%
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	0.7%
Street	0	0	0	0	0	0.0%
Taxi	32	40	0	0	72	17.4%

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	8	0	0	14	11.0%
Caravan	0	1	0	0	1	0.8%
Gambling	4	4	0	0	8	6.3%
Licensing Act	38	23	0	0	61	48.0%
Scrap Metal	0	2	0	0	2	1.6%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	0	0	0	0	0.0%
Street	9	3	0	0	12	9.4%
Taxi	17	12	0	0	29	22.8%
<b>Surgery Requests</b>	5					

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	12	0	0	17	4.4%
Environmental	123	135	0	0	258	66.2%
Food	27	21	0	0	48	12.3%
Health & Safety	15	10	0	0	25	6.4%
Information Requests	16	22	0	0	38	9.7%
Public Burial	3	1	0	0	4	1.0%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	4	7	0	0	11	4.3%
Accumulations - Domestic	18	19	0	0	37	14.3%
Drainage	2	2	0	0	4	1.6%
Light Nuisance	1	0	0	0	1	0.4%
Noise - Alarm	0	2	0	0	2	0.8%
Noise - Commercial Premises	19	23	0	0	42	16.3%
Noise - Domestic	61	60	0	0	121	46.9%
Noise - Industrial or Agricultural	3	6	0	0	9	3.5%
Noise - Street	4	1	0	0	5	1.9%
Odour	4	5	0	0	9	3.5%
Smoke, Fumes and Gases	7	10	0	0	17	6.6%

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>
Headless Cross and Oakenshaw	17	8,706	0.20%
Central (Redditch)	17	6,529	0.26%
Batchley and Brockhill	17	8,338	0.20%
Matchborough	16	6,171	0.26%
Abbey	16	6,063	0.26%

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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 is the number of FHRS inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	1	0	0	0	1	6.7%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	1	0	0	1	6.7%
Over 7 Day Injury	1	6	0	0	7	46.7%
Injury to Member of the Public	3	3	0	0	6	40.0%

**Number of FHRS Inspections** 91

**Infectious Disease Notifications** 16

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	46	48	0	0	94	74.6%
Report of Lost Dog	10	14	0	0	24	19.0%
Loose Straying Dog	3	5	0	0	8	6.3%

## Planning Requests

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	0	2	0	0	2	3.0%
Contaminated Land	36	11	0	0	47	71.2%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	11	3	0	0	14	21.2%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

## Requests to Discharge

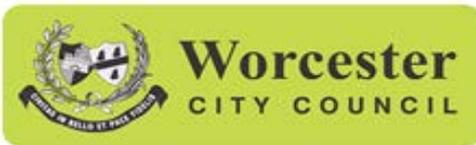
Air Quality	0	0	0	0	0	0.0%
Contaminated Land	1	1	0	0	2	3.0%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	0	0	0	0	0.0%
Nuisance	0	1	0	0	1	1.5%

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	0.2%
Caravan	0	0	0	0	0	0.0%
Charity	2	9	0	0	11	1.9%
Gambling	1	0	0	0	1	0.2%
Licensing Act	55	43	0	0	98	17.2%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	2	4	0	0	6	1.1%
Street	0	0	0	0	0	0.0%
Taxi	221	231	0	0	452	79.4%

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	1	0	0	1	0.4%
Caravan	0	0	0	0	0	0.0%
Gambling	4	1	0	0	5	2.2%
Licensing Act	34	20	0	0	54	23.6%
Scrap Metal	0	1	0	0	1	0.4%
Sex Establishments	1	0	0	0	1	0.4%
Skin Piercing	3	3	0	0	6	2.6%
Street	6	0	0	0	6	2.6%
Taxi	90	65	0	0	155	67.7%
<b>Surgery Requests</b>	15					



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	14	0	0	20	3.3%
Environmental	173	203	0	0	376	61.6%
Food	59	58	0	0	117	19.2%
Health & Safety	17	19	0	0	36	5.9%
Information Requests	27	24	0	0	51	8.4%
Public Burial	2	8	0	0	10	1.6%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	5	4	0	0	9	2.4%
Accumulations - Domestic	22	24	0	0	46	12.4%
Drainage	3	2	0	0	5	1.3%
Light Nuisance	1	2	0	0	3	0.8%
Noise - Alarm	2	1	0	0	3	0.8%
Noise - Commercial Premises	21	34	0	0	55	14.8%
Noise - Domestic	72	110	0	0	182	48.9%
Noise - Industrial or Agricultural	11	8	0	0	19	5.1%
Noise - Street	4	3	0	0	7	1.9%
Odour	6	2	0	0	8	2.2%
Smoke, Fumes and Gases	25	10	0	0	35	9.4%

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	44	10,372	0.42%
Warndon	29	5,812	0.50%
Gorse Hill	24	5,353	0.45%
Nunnery	19	8,103	0.23%
Arboretum	19	6,171	0.31%

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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 is the number of FHRS inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	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	9	0	0	15	68.2%
Injury to Member of the Public	6	1	0	0	7	31.8%

**Number of FHRS Inspections** 101

**Infectious Disease Notifications** 24

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	61	47	0	0	108	74.0%
Report of Lost Dog	12	15	0	0	27	18.5%
Loose Straying Dog	4	7	0	0	11	7.5%

## **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	2	8	0	0	10	23.8%
Contaminated Land	0	4	0	0	4	9.5%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	11	14	0	0	25	59.5%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

## **Requests to Discharge**

Air Quality	0	1	0	0	1	2.4%
Contaminated Land	0	1	0	0	1	2.4%
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	1	0	0	1	2.4%

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	0.2%
Caravan	0	0	0	0	0	0.0%
Charity	8	24	0	0	32	5.2%
Gambling	9	9	0	0	18	2.9%
Licensing Act	104	114	0	0	218	35.7%
Scrap Metal	2	0	0	0	2	0.3%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	5	9	0	0	14	2.3%
Street	19	25	0	0	44	7.2%
Taxi	141	141	0	0	282	46.2%

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	3	0	0	5	2.1%
Caravan	0	0	0	0	0	0.0%
Gambling	13	3	0	0	16	6.8%
Licensing Act	59	36	0	0	95	40.1%
Scrap Metal	1	0	0	0	1	0.4%
Sex Establishments	0	1	0	0	1	0.4%
Skin Piercing	1	2	0	0	3	1.3%
Street	22	19	0	0	41	17.3%
Taxi	61	14	0	0	75	31.6%
<b>Surgery Requests</b>	22					

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	20	12	0	0	32	5.6%
Environmental	166	160	0	0	326	57.3%
Food	59	55	0	0	114	20.0%
Health & Safety	14	13	0	0	27	4.7%
Information Requests	32	37	0	0	69	12.1%
Public Burial	1	0	0	0	1	0.2%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	2	7	0	0	9	2.8%
Accumulations - Domestic	16	17	0	0	33	10.3%
Drainage	6	8	0	0	14	4.4%
Light Nuisance	4	0	0	0	4	1.3%
Noise - Alarm	0	3	0	0	3	0.9%
Noise - Commercial Premises	39	37	0	0	76	23.8%
Noise - Domestic	46	41	0	0	87	27.3%
Noise - Industrial or Agricultural	9	5	0	0	14	4.4%
Noise - Street	1	2	0	0	3	0.9%
Odour	9	12	0	0	21	6.6%
Smoke, Fumes and Gases	30	25	0	0	55	17.2%

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>
Evesham North	15	5,079	0.30%
Pinvin	14	2,973	0.47%
Ombersley	10	2,364	0.42%
Droitwich East	9	5,467	0.16%
Bengeworth	9	5,589	0.16%

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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 is the number of FHRS inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	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	3	0	0	3	16.7%
Over 7 Day Injury	5	3	0	0	8	44.4%
Injury to Member of the Public	3	4	0	0	7	38.9%

**Number of FHRS Inspections** 162

**Infectious Disease Notifications** 28

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	87	50	0	0	137	71.7%
Report of Lost Dog	25	24	0	0	49	25.7%
Loose Straying Dog	0	5	0	0	5	2.6%

## **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	11	13	0	0	24	5.3%
Contaminated Land	147	99	0	0	246	54.2%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	78	86	0	0	164	36.1%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	1	0	0	1	0.2%

## **Requests to Discharge**

Air Quality	1	1	0	0	2	0.4%
Contaminated Land	5	4	0	0	9	2.0%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	1	2	0	0	3	0.7%
Nuisance	1	4	0	0	5	1.1%

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	5	0	0	8	1.2%
Caravan	2	1	0	0	3	0.4%
Charity	9	13	0	0	22	3.2%
Gambling	27	13	0	0	40	5.8%
Licensing Act	206	168	0	0	374	54.1%
Scrap Metal	0	1	0	0	1	0.1%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	0	0	0	0	0.0%
Street	0	1	0	0	1	0.1%
Taxi	109	133	0	0	242	35.0%

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	5	0	0	15	5.1%
Caravan	4	6	0	0	10	3.4%
Gambling	12	9	0	0	21	7.2%
Licensing Act	86	55	0	0	141	48.3%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	1	0	0	1	0.3%
Street	15	13	0	0	28	9.6%
Taxi	51	25	0	0	76	26.0%
<b>Surgery Requests</b>	36					

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	8	9	0	0	17	4.0%
Environmental	121	123	0	0	244	57.5%
Food	38	32	0	0	70	16.5%
Health & Safety	15	20	0	0	35	8.3%
Information Requests	37	19	0	0	56	13.2%
Public Burial	0	2	0	0	2	0.5%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	4	5	0	0	9	3.7%
Accumulations - Domestic	10	15	0	0	25	10.3%
Drainage	0	0	0	0	0	0.0%
Light Nuisance	2	1	0	0	3	1.2%
Noise - Alarm	2	4	0	0	6	2.5%
Noise - Commercial Premises	27	24	0	0	51	21.0%
Noise - Domestic	53	51	0	0	104	42.8%
Noise - Industrial or Agricultural	3	1	0	0	4	1.6%
Noise - Street	2	1	0	0	3	1.2%
Odour	5	3	0	0	8	3.3%
Smoke, Fumes and Gases	12	18	0	0	30	12.3%

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>
Rock	22	2,461	0.89%
Bewdley and Arley	16	6,327	0.25%
Lickhill	14	6,805	0.21%
Broadwaters	13	7,936	0.16%
Blakedown and Chaddesley	12	4,152	0.29%

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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 is the number of FHRs inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	0	1	0	0	1	5.6%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	1	0	0	1	5.6%
Major Incident	2	0	0	0	2	11.1%
Over 7 Day Injury	0	6	0	0	6	33.3%
Injury to Member of the Public	5	3	0	0	8	44.4%

**Number of FHRs Inspections** 141

**Infectious Disease Notifications** 24

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	60	68	0	0	128	70.7%
Report of Lost Dog	23	12	0	0	35	19.3%
Loose Straying Dog	11	7	0	0	18	9.9%

## **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	5	5	0	0	10	9.3%
Contaminated Land	23	25	0	0	48	44.9%
Food	2	0	0	0	2	1.9%
Health and Safety	2	0	0	0	2	1.9%
Nuisance / Noise	16	20	0	0	36	33.6%
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	1.9%
Contaminated Land	4	2	0	0	6	5.6%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	1	0	0	1	0.9%
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	4	0	0	5	1.4%
Caravan	0	0	0	0	0	0.0%
Charity	2	4	0	0	6	1.7%
Gambling	14	5	0	0	19	5.3%
Licensing Act	102	97	0	0	199	55.4%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	7	5	0	0	12	3.3%
Street	14	0	0	0	14	3.9%
Taxi	43	61	0	0	104	29.0%

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	4	0	0	9	6.2%
Caravan	2	0	0	0	2	1.4%
Gambling	3	2	0	0	5	3.4%
Licensing Act	35	19	0	0	54	37.2%
Scrap Metal	3	2	0	0	5	3.4%
Sex Establishments	0	1	0	0	1	0.7%
Skin Piercing	0	0	0	0	0	0.0%
Street	15	5	0	0	20	13.8%
Taxi	26	23	0	0	49	33.8%
<b>Surgery Requests</b>	44					