

**WORCESTERSHIRE DISTRICT COUNCILS**

**MEETING OF THE WORCESTERSHIRE REGULATORY SERVICES BOARD**

THURSDAY 15TH FEBRUARY 2018 AT 4.30 P.M.

PARKSIDE SUITE, PARKSIDE, MARKET STREET, BROMSGROVE,  
WORCESTERSHIRE, B61 8DA

MEMBERS: Bromsgrove District Council: Councillor R. J. Laight  
Bromsgrove District Council: Councillor P.J. Whittaker  
Malvern Hills District Council: Councillor B. Behan  
Malvern Hills District Council: Councillor H. Campbell  
Redditch Borough Council: Councillor J. Baker (Vice-Chairman)  
Redditch Borough Council: Councillor B. Clayton  
Worcester City Council: Councillor J. Squires  
Worcester City Council: Councillor A. Feeney  
Wychavon District Council: Councillor E. Stokes (Chairman)  
Wychavon District Council: Councillor M. King  
Wyre Forest District Council: Councillor J. Hart  
Wyre Forest District Council: Councillor J. Smith

**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 Regulatory Services Board held on 16th November 2017 (Pages 1 - 12)
4. Chairman's Announcements
5. Worcestershire Regulatory Services Business Plan 2018/2021 (Pages 13 - 44)
6. Worcestershire Regulatory Services Service Plan 2018/2019 (Pages 45 - 72)
7. Worcestershire Regulatory Services Revenue Monitoring April - December 2017 (Pages 73 - 80)

8. Worcestershire Regulatory Services Information Report - Review of WRS Service Complaints (Pages 81 - 88)
9. Activity and Performance Data Quarter 3 (Pages 89 - 118)
10. Worcestershire Regulatory Services Board - 2018/2019 Proposed Meeting Dates

All meetings to commence at 4:30pm:

- Thursday 21st June 2018
  - Thursday 4th October 2018
  - Thursday 15th November 2018
  - Thursday 14th February 2019
11. To consider any other business, details of which have been notified to the Head of Legal, Equalities and Democratic Services prior to the commencement of the meeting and which the Chairman considers to be of so urgent a nature that it cannot wait until the next meeting.

K. DICKS  
Chief Executive

Parkside  
Market Street  
BROMSGROVE  
Worcestershire  
B61 8DA

6th February 2018