

Joint Committee
28th February 2011

Worcestershire Regulatory Services Performance Summary

Recommendation

That the performance in relation to the work carried out by Worcestershire Regulatory Services on behalf of each Council is noted

**Contribution to
Priorities**

Not applicable

Introduction/Summary

The purpose of this report is to keep the Joint Committee Members informed of the on-going performance of the service against the plans agreed before the establishment of Regulatory Services on 1st June 2010.

Generally performance has remained good with the majority of activities on target despite the significant change programme being undertaken by Worcestershire Regulatory Services.

Background

At the start of this financial year each of the District Councils Environmental Health services and the County's Trading Standards service had an agreed service plan that would take them through to April 2011. These plans included a number of relevant performance measures but, other than the National Indicators, performance measures varied from Council to Council. This is reflected in the information that follows. From April, Worcestershire Regulatory Services will have a single service plan with agreed outcomes and performance measures.

Report

WYRE FOREST

Food/ Health & Safety

By the end of December, we completed 65% of the annual programme of high risk food inspections. This is slightly behind target, although we should be able to make this by year end.

Proportion of broadly compliant premises remains at 90%

Pollution and Other

Response to noise complaints within 3 days 91% target 95%.

NI 182: Business Satisfaction with regulatory services 82%, target 85%.

Overall performance remains good. The slight reduction in business satisfaction is probably a consequence from us being unable to chase up questionnaires that have not been returned hence our sample size is slightly reduced.

MALVERN HILLS

Food/ Health & Safety

Proportion of food inspection programme achieved: 71%

Percentage of food premises broadly compliant: 94%

Premises achieving 2 stars or above in Scores on the Doors Rating scheme: 96%

Food Premises scoring 5 or below in food hygiene management 62%

Inspection programme is broadly on track with levels of compliance being good. The scores we are seeing and the outcomes of our visits show a generally well run food sector in the district.

Pollution and Other

Response times for service requests concerning noise nuisance stands at 80% within 2 days and 87% within 3 days

Response times for service requests relating to air pollution including bonfires is currently at 78% for both within 2 and 3 days

Response times for stray dogs and other dog related issues is currently 99%

Response times for general service requests stands at 89% within 2 days and 86% within 3 days

Response times generally are good and customers seem happy with the outcomes that they are seeing.

WORCESTERSHIRE COUNTY

Food and Feed

Food standards inspection programme. On target overall for high, medium and low risk food inspections (418/461 = 91%)

Food samples: 470/550 (85%) planned and initiative samples submitted. A number of food sampling projects have been completed and a range of other work is on-going.

Animal Feed Hygiene visits 30/30 = 100%

Food Hygiene Inspection at Primary Production premises 30/30 = 100%

Animal Health and Welfare Framework

Inspection programme as required by DEFRA framework on target. Total of 623/800 = 78% (High/medium/low risk premises, markets, slaughterhouses and other by-product premises).

Fair Trading, Safety, Underage Sales, & Metrology

Non-food planned visits slightly below target (84/133 = 63%). 142 products have been purchased for safety examination or testing. The latest project looking at the safety of children's clothing involved submitting 30 items for testing by Worcestershire Scientific Services. We are awaiting the results.

Total complaints and enquiries recorded for the period (including CD notifications): 9760

The initial sessions of alcohol test purchasing activity for the year have been completed with 63 off-license type premises across the 6 districts being tested. Of these, only three sold to volunteers. All have been retested since the sale took place and have passed. 18 pubs were also tested in Redditch, Kidderminster and Worcester. Of these, 5 sold.

Metrology income for calibration work is ahead of target (£9776/ 10760.) Income from verifications is behind target (£14769/ 20000) and we may struggle to achieve this figure because of the increasing penetration of self verification into the market. We are obliged by law to offer the service however companies can now verify their own equipment as fit for use for trade without the intervention of an Inspector, leading to a long-term reduction in income.

WYCHAVON

Food/ Health & Safety

436 food inspections completed plus 92 verification visits (revisits)
258 Health and Safety inspections completed.
Both programmes are on target.

Pollution and Other

Requests for Service:

(a) Statutory Nuisance

- 295 Noise cases (6 Notices served)
- 165 Public Health Cases (62 Notices served)
- 141 'other' Pollution cases (including smoke, lighting, odour and contaminated land)

(b) Dog warden

- 290 Dog Cases/Requests for service (21 Animal Improvement Notices served)

(c) Air Quality - Air quality management action plan in Port Street Evesham ongoing, otherwise NOX tube levels below prescribed limits at other monitored locations.

(d) Environmental Permitting – On target

Number of cases concluded during period: 877

In addition significant officer time has been spent on the planning application consultations for the proposed wind farm at the Lenches and the proposed energy from waste plant in Hartlebury.

17 Consultant reports on contaminated land reviewed,
1 hectare no longer considered potentially contaminated land = 0.03% betterment (due mainly to work through Planning liaison)

BROMSGROVE

Food/ Health & Safety

The proportion of broadly compliant food premises is 94.85%, exceeding our 85% end of year target (and our 90% 3 year target for end of financial year 2011/2012).

The programme of food safety inspections remains on schedule for completion with 86% of inspections due for the year allocated for inspection.

All known non-food high risk health and safety premises have been allocated for inspection and have been completed. No additional high risk health and safety premises have been identified as resources have mainly been directed towards completing the food safety inspection programme.

The Team continues to receive the support of 0.5 FTE to assist with completion of the food and health and safety inspection programmes. This is provided by one officer who is usually based at Wychavon DC working at Bromsgrove up to two days per week and one Bromsgrove officer working an additional 0.5 days per week.

National Indicator 182 (Business Satisfaction) Standardised score year to date: 91%

Pollution & Other

Various activities are on-going but the table below outlines the highlights:

Activity	Performance
Undertake reactive responses to all Pollution and General requests for assistance,	Response times maintained, prosecution file created in relation to barking dog noise nuisance case. Served noise abatement notice in relation to loud music at domestic dwelling. Responded to Ombudsman investigation regarding odour nuisance case.
Detailed assessment of area of air quality exceedences to establish if Air Quality Management Area (AQMA) needs to be declared in Worcester Road, Bromsgrove. Additionally to install continuous	In September DEFRA responded to this report and recommended that a fourth AQMA in our District is declared. In October Air quality steering group meeting held to assist with creation of Action Plan for all AQMAs in the

air quality monitoring device in Kidderminster Road, Hagley for six month period. Subsequent results to form part of "Further Assessment" within AQMA	District. In December held public consultation meeting regarding the AQMA to be declared in Worcester Road, Bromsgrove.
Implement the Countywide Air Quality Strategy	Additional s106 agreement for tree planting in Redditch Road, Stoke Heath being developed.
To identify and undertake proactive inspections based on risk rating of premises and processes with regard to assessing compliance with Pollution Prevention and Control Legislation & to provide guidance on new requirements of the Regulations	<p>Programme was temporarily suspended due to capacity issues; has re-commenced; five processes to be inspected.</p> <p>In October drafted A2 Permit and Decision Document regarding A2 Animal Rendering Permit and went out to Public consultation.</p> <p>In December, A2 Animal Rendering Permit granted in relation to Mayfield Rendering Ltd, Hopwood. Implementation of proposed commissioning plan is next phase.</p>
Potential declaration of four landfill sites as "Contaminated Land" under the provisions of Part IIA of the Environmental Protection Act 1990	Two sites not classed as "Contaminated Land". Voluntary intrusive investigation completed in September, reports pending. Reports awaited on fourth site.
Implement the provisions of the Private Water Supplies (England) Regulations 2009	An individual borehole supply has been sampled in relation to an investigation about long term ill health affecting an individual. Second Return to Drinking Water Inspectorate due in January 2011

REDDITCH

Food/ Health and Safety

NI 184: Number of food premises that are broadly compliant has risen to 94% in this quarter showing that the food sector in the district is generally well managed. Food inspection programmes in Redditch are organised by quarter. Third quarter programme was completed.

Pollution

Environmental permitting inspections are on target to be completed by 31 March 2011.

Further investigations in to production of gas at Marlpool Drive are on schedule with the second stage of testing to be completed by 31 March 2011.

Licensing

Renewals: Drivers and vehicles 216
 Premises Full Variations 5
 Variation of DPS 4
 Transfer Premises Licence 3

New Personal Licences - 7
 New Temporary Event Notices - 14
 Various new applications 6

WORCESTER CITY

A range of activities are on-going, but this table gives a picture of the main activities:

Area	Performance Indicator	Outcome
Food Safety	% broadly compliant food premises i.e. premises achieving 2 stars or above in scores on the doors rating scheme.	96%, on target
	Cumulative % of food inspection programme achieved.	58%, slightly behind target but should be able to complete
H & S	Premises 'broadly compliant' with risk management responsibilities under H&S legislation.	86%, on target
	Cumulative % of H&S inspection programme achieved.	56%, slightly behind target but should be able to complete
Smoke-free	Business premises and work vehicles compliant with legislation.	98% Target achieved
Licensing	Premises 'broadly compliant' with licensing legislation i.e. 'confidence in management' rating is at or below 10	96%, on target
	Cumulative % of licensing inspection programme achieved.	37% however inspection dates for majority of premises fall in final quarter. Assurances have been given that this will be completed by year-end.
Pollution Control	To complete a further assessment of air quality within Worcester's 3 air quality management areas (AQMA), in line with statutory requirements.	One new AQMA recommended and recommendation to extend two others. On-going discussions are taking place around declaring whole city as AQMA.
	Review conditions of all	Thematic review looking

	Part A2 and B Authorised processes in accordance with provisions of Environmental Permitting Regulations 2007.	at permit conditions and process descriptions complete.
	Cumulative % of Authorised Process inspection programme achieved.	70%, on target
Customer Satisfaction	Achieve 80% 'satisfaction rate' based upon feedback from post inspection questionnaires (NI 182).	Current satisfaction rate 76%. Further questionnaires to be sent. This is slightly behind target and may be an artefact of limited chasing of responses.

Financial Implications

None

Sustainability

Contact Points

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Background Papers

Individual service plans will be available from partners