

Strategic Report | Third Quarter

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Worcestershire
Regulatory Services
Supporting and protecting you

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The data referred to in this report covers the FLARE CMU and SRU databases from 1st October 2012 to 31st December 2012. All efforts have been made to ensure accuracy of the data however there may be some anomalies. Any errors would not be sufficient as to impact on the accuracy of the picture painted in this report. Perpetrator address details have been used where numbers appear on a 'district profile'. Where the perpetrator is out of county, unknown or no address details have been recorded, these are included in the 'Worcestershire Summary'.

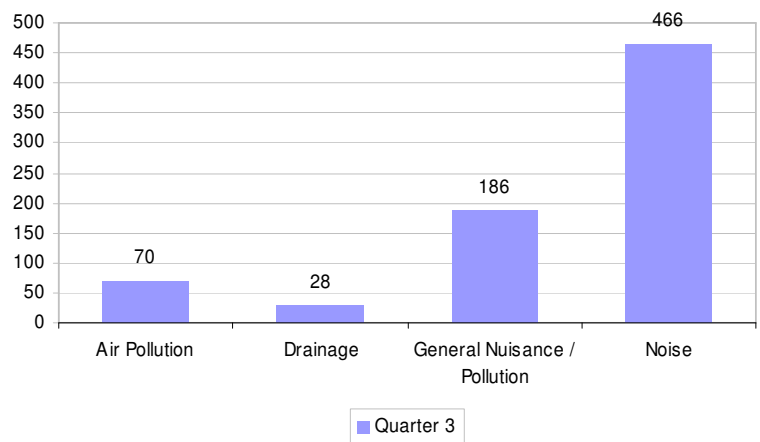


Nuisance

During the third quarter, WRS received 750 complaints or enquiries relating to nuisance. 96% of cases were received by the Duty Officers. The total number of enquiries equates to a 29% decrease when compared to the previous quarter. 51 cases (7%) were recorded as 'out of hours' and all cases related to noise nuisance.

The table below outlines the number of complaints per district where details of an alleged offender have been recorded. The chart below outlines nuisance complaints or enquiries by activity type.

	Total	↑ / ↓
Bromsgrove	77	
Malvern Hills	82	
Redditch	138	
Worcester City	147	
Wychavon	116	
Wyre Forest	135	
Out of County / Unknown	55	
	750	



Consumer Complaints

	Total	CDR	CDN
October	1084	232	662
November	1085	227	674
December	771	157	488

During the third quarter, WRS received 2940 consumer complaints or enquiries. 83% of cases were received via the Citizens Advice Consumer Service (CACS) and 10% by the Duty Officers. The total number of enquiries equates to a 1% increase when compared to the previous quarter.

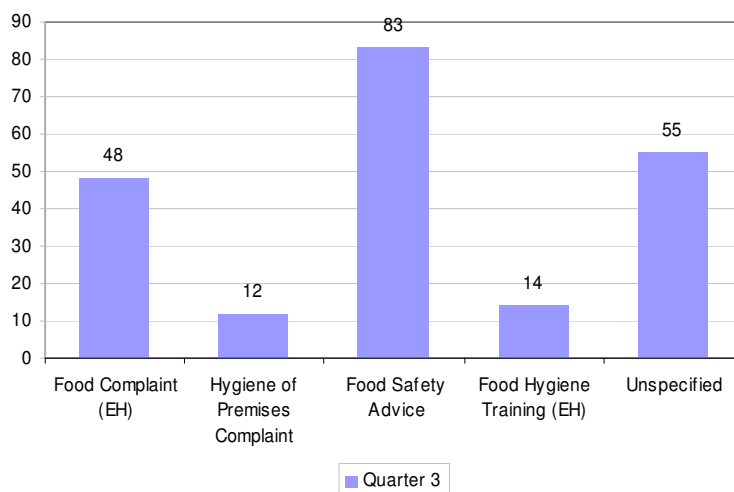
Complaints or enquires received via CACS fall under two categories; notifications (CDN) and 'referrals (CDR). Notifications are generally passed through for information as the consumer is out of county or no further advice is required. Referrals require further assistance or investigation.

	OFT Category	Total	↑ / ↓
EE	Second Hand Motor Vehicles	331	
AB	Home Maintenance	298	
AD	Furniture	212	
DE	Ancillary Credit Business	130	
BM	Telecommunications	103	
DY	Other Professional Services	96	
AM	Personal Computers	89	
BA	Food & Drink	87	
AN	Large White Goods	83	

The first table outlines the number of consumer complaints received per month and the total number of notifications and referrals. The second table outlines the top 10 complaint categories received.

Food

	Total	↑/↓
Bromsgrove	24	
Malvern Hills	27	
Redditch	10	
Worcester City	35	
Wychavon	34	
Wyre Forest	26	
Out of County / Unknown	56	
	212	



The table above outlines the number of complaints per district where details of an alleged offender have been recorded. The chart above outlines food complaints or enquiries by activity type.

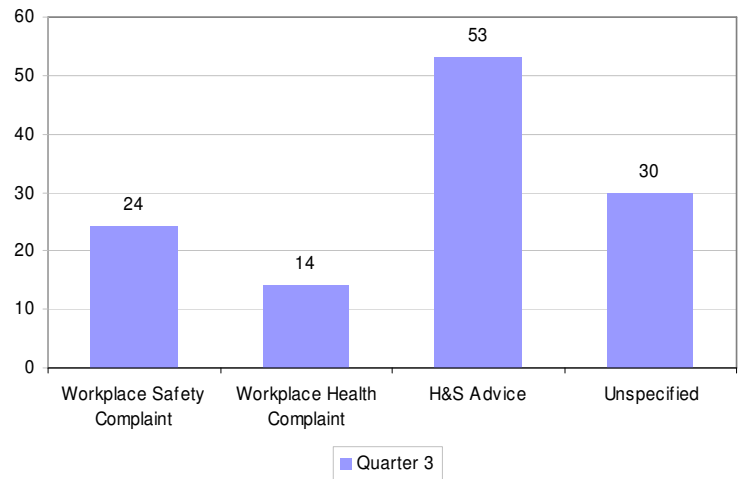
The table below shows the number of notifications received by the HPU (third quarter) by disease and Local Authority compared to the same period in the previous year.

Key	Disease	Bromsgrove		Malvern		Redditch		Worcester		Wychavon		Wyre Forest	
		2011	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012
		Higher number than previous year	Same number as previous year	Lower number than previous year									
Vaccine preventable disease	Measles	4	3	0	7	0	4	0	6	2	11	2	4
	Mumps	2	4	3	2	5	2	7	5	6	6	3	5
	Rubella	0	0	0	1	0	0	1	2	1	0	1	0
	Whooping cough	1	20	2	7	0	5	1	8	0	14	0	15
Meningococcal disease	Viral meningitis	0	0	0	0	1	2	0	0	0	0	0	0
	Meningococcal septicaemia	0	1	0	0	1	0	0	0	0	1	0	1
	Meningococcal meningitis	0	2	1	0	1	0	0	0	1	0	2	0
	Pneumococcal meningitis	0	0	0	0	0	0	0	0	1	2	1	0
Blood borne viruses	Acute Hepatitis B	0	0	0	0	1	0	1	0	0	0	1	0
	Hepatitis C	8	7	5	0	7	3	13	11	3	3	3	0
Gastrointestinal disease	Campylobacter	23	32	28	33	22	13	30	53	40	49	30	27
	Salmonella	4	0	4	1	6	5	3	7	2	5	2	4
	Cryptosporidiosis	4	6	1	3	1	8	5	4	1	5	2	5
	E Coli 0157	0	0	0	0	0	0	0	0	0	1	0	0
	Giardiasis	1	1	0	0	1	2	0	1	1	3	0	3
	Shigellosis	1	1	1	0	1	0	0	0	2	2	0	0
	Typhoid fever	0	0	0	0	1	0	0	0	0	0	0	0
	Paratyphoid fever	0	0	0	0	0	0	0	0	0	0	0	0
	Hepatitis A	1	0	0	0	0	0	0	0	0	1	0	0
	Hepatitis E	0	0	0	0	0	0	0	0	0	0	0	0
Other disease	Tuberculosis	1	0	1	2	2	4	0	0	4	0	1	0
	Malaria	0	0	0	0	0	0	0	0	0	0	0	0
	Scarlet fever	2	0	1	1	0	1	0	4	3	1	3	1
	Group A streptococcal disease	0	1	1	0	0	0	1	0	1	0	2	0
	Legionellosis	0	0	1	0	0	0	0	0	0	1	0	1
	Grand Total	52	78	49	57	50	49	62	101	68	105	53	66

Source: HPA West Midlands West; disease notifications and laboratory reports (HP Zone).

Health & Safety

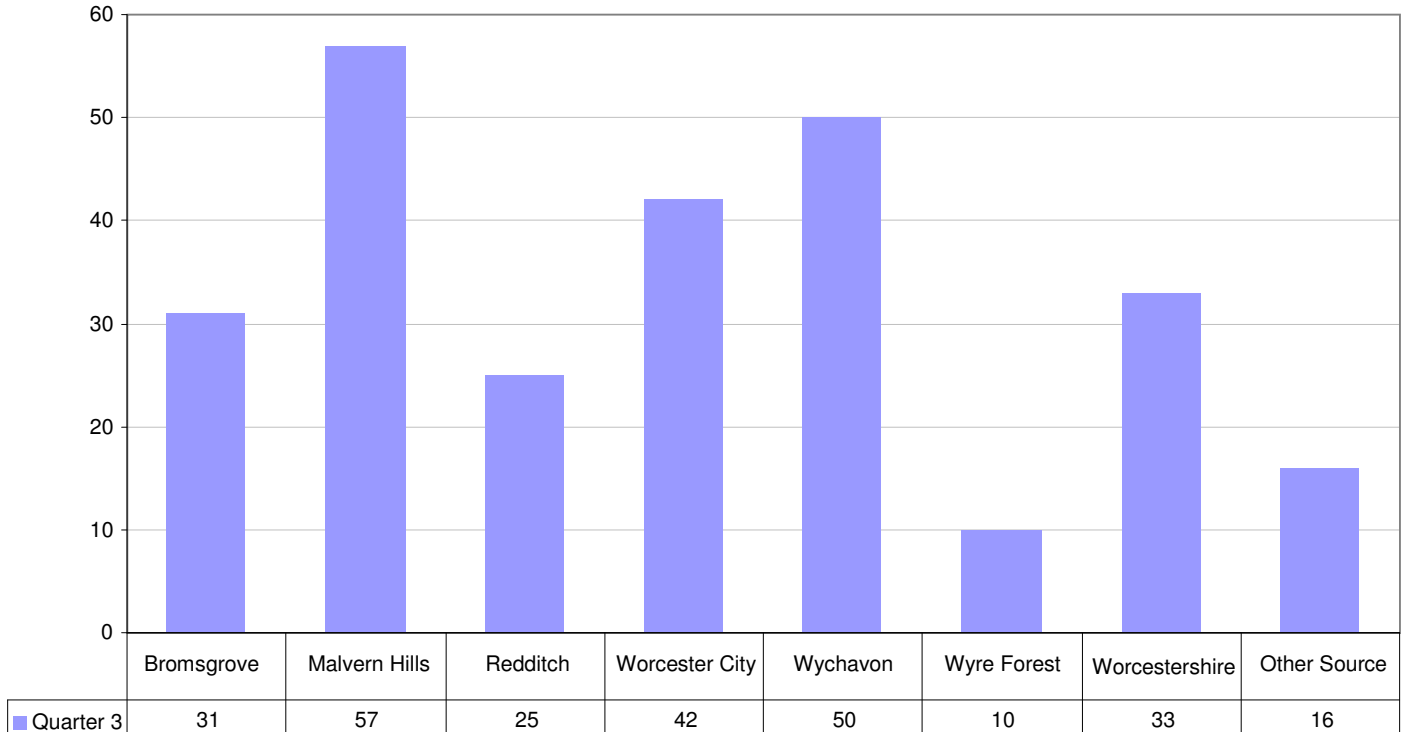
	Total	↑/↓
Bromsgrove	15	
Malvern Hills	19	
Redditch	15	
Worcester City	14	
Wychavon	23	
Wyre Forest	8	
Out of County / Unknown	27	
	121	



Accident Notifications	56	
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The table above outlines the number of complaints per district where details of an alleged offender have been recorded. The chart above outlines health and safety complaints or enquiries by activity type.

Planning



Performance Data

Received By	Nuisance	Consumer Complaints	Food	Health & Safety
Duty Officer	722	289	177	105
CACS		2940		

Dealt With By	Nuisance	Consumer Complaints	Food	Health & Safety
Geo East	374	373	78	68
Geo West	275	332	114	45
Centralised Delivery	20	171	7	
Central Operations	20	39		1
Duty Officer	42	14	11	6
Other	15	200	2	1
CACS		1811		

	Nuisance	Consumer Complaints	Food	Health & Safety
Average	14 Days	8 Days	6 Days	9 Days

Received From	Nuisance	Consumer Complaints	Food	Health & Safety
Public	600	617	87	54
Business	9	162	55	28
Other Agency	35	195	16	11
Councillor	8	1	1	
Unrecorded	98	154	53	28

Demand Type	Nuisance	Consumer Complaints	Food	Health & Safety
I need advice	37	218	46	29
I want to make a complaint about	252	383	21	9
Request for information	11	133	20	11
I want you to do something	331	94	47	28
I want to arrange a visit		4	15	4
I have information for you	19	133	2	12
I am responding to	1		2	
Unrecorded	99	164	53	28

Following analysis of the customer feedback questionnaires, 95.6% of 473 customers and 95.1% of 82 businesses were satisfied.



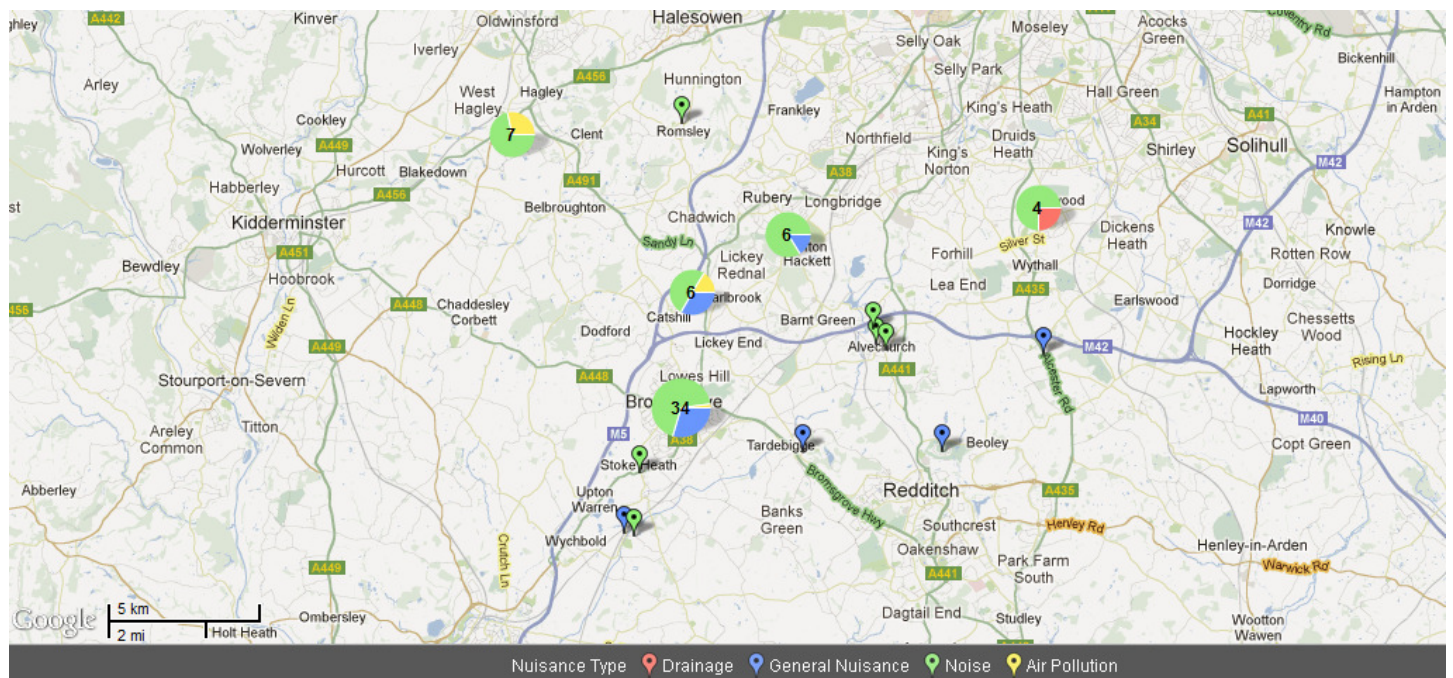
	Nuisance	Total	↑ / ↓
A**	Air Pollution	5	
D**	Drainage	3	
M**	General Nuisance / Pollution	20	
N**	Noise	49	
		77	

	Consumer Complaints	Total	↑ / ↓
	October	75	
	November	80	
	December	53	

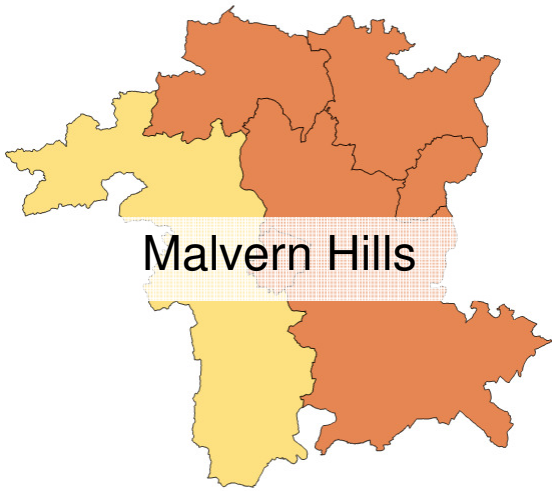
	Top 5 consumer complaint categories	Total	↑ / ↓
EE	Second Hand Motor Vehicles	31	
AB	Home Maintenance	25	
AD	Furniture	18	
DE	Ancillary Credit Business	12	
EF	Motor Vehicle Repairs	5	

For a wide range of statistics for this district, visit the following link: www.worcestershire.gov.uk/cms/research-and-intelligence/local-area-profiles.aspx

Inspections (third quarter)	Total	↑ / ↓
Food Hygiene and H&S Inspections	57	
Food Standards, Animal Health & LACORS Inspections	20	
Broadly Compliant Businesses	93%	



The map above outlines nuisance types by perpetrator address details (where stated).



Malvern Hills

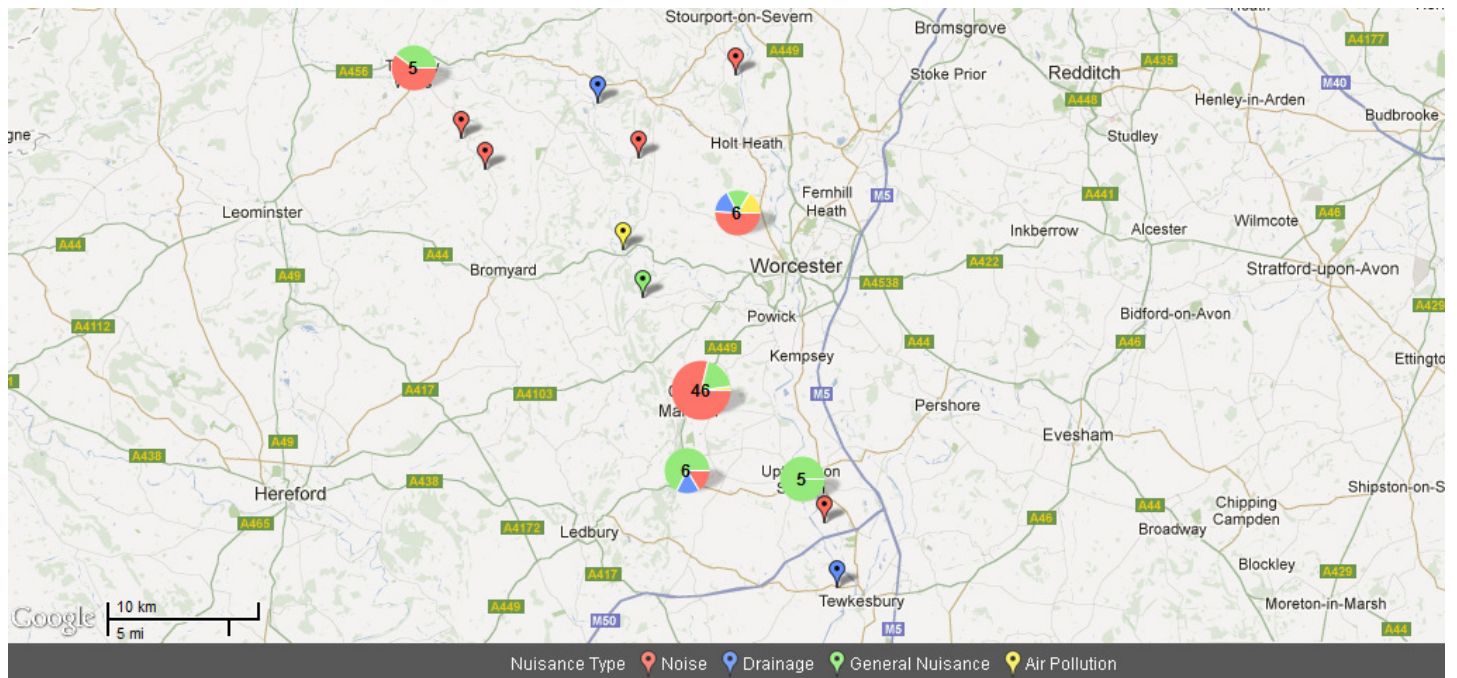
	Nuisance	Total	↑ / ↓
A**	Air Pollution	3	
D**	Drainage	5	
M**	General Nuisance / Pollution	24	
N**	Noise	50	
		82	

	Consumer Complaints	Total	↑ / ↓
	October	33	
	November	50	
	December	36	

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	Top 5 consumer complaint categories	Total	↑ / ↓
AB	Home Maintenance	18	
BA	Food & Drink	14	
FO	Pets	7	
AN	Large White Goods	6	
DE	Ancillary Credit Business	6	

Inspections (third quarter)	Total	↑ / ↓
Food Hygiene and H&S Inspections	49	
Food Standards, Animal Health & LACORS Inspections	53	
Broadly Compliant Businesses	93%	



The map above outlines nuisance types by perpetrator address details (where stated).



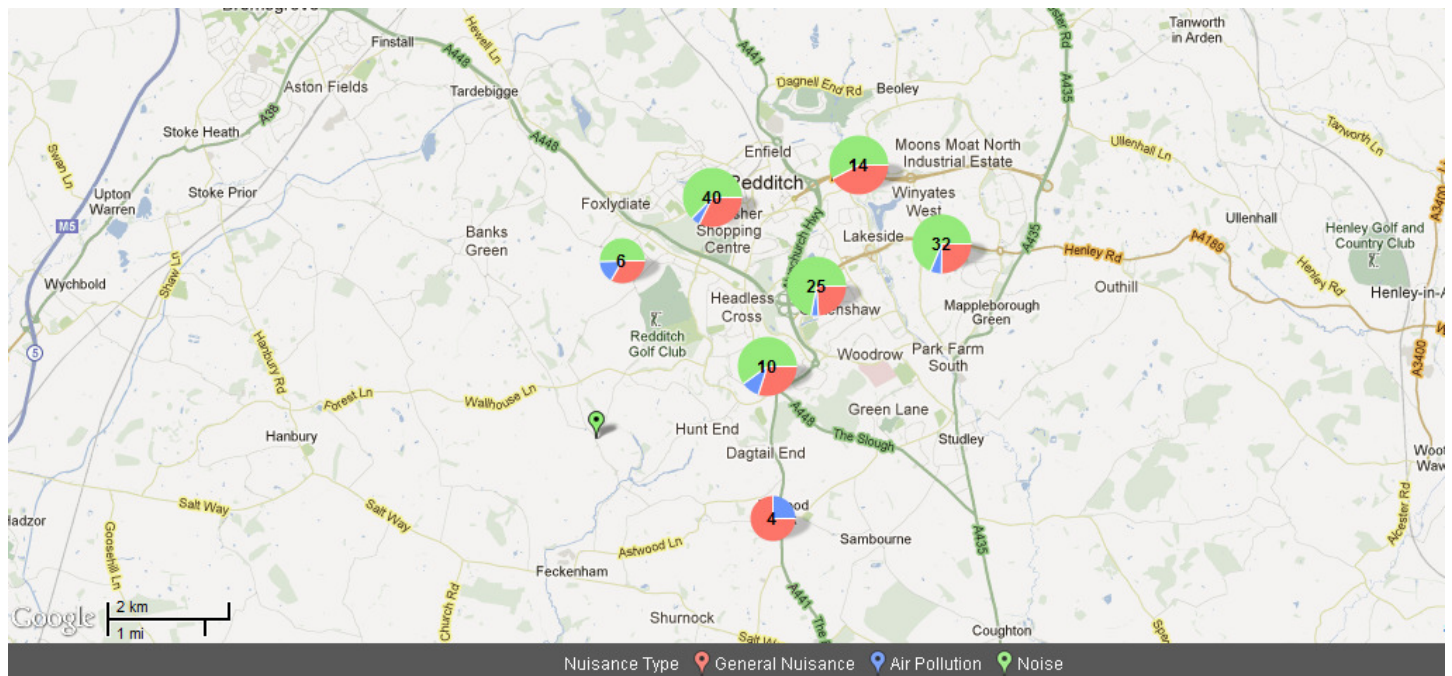
	Nuisance	Total	↑ / ↓
A**	Air Pollution	9	
D**	Drainage		
M**	General Nuisance / Pollution	45	
N**	Noise	84	
		138	

	Consumer Complaints	Total	↑ / ↓
	October	98	
	November	90	
	December	50	

	Top 5 consumer complaint categories	Total	↑ / ↓
AB	Home Maintenance	40	
EE	Second Hand Motor Vehicles	24	
DE	Ancillary Credit Business	18	
EF	Motor Vehicle Repairs	13	
AD	Furniture	12	

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Inspections (third quarter)	Total	↑ / ↓
Food Hygiene and H&S Inspections	N/A	
Food Standards, Animal Health & LACORS Inspections	N/A	
Broadly Compliant Businesses	N/A	



The map above outlines nuisance types by perpetrator address details (where stated).



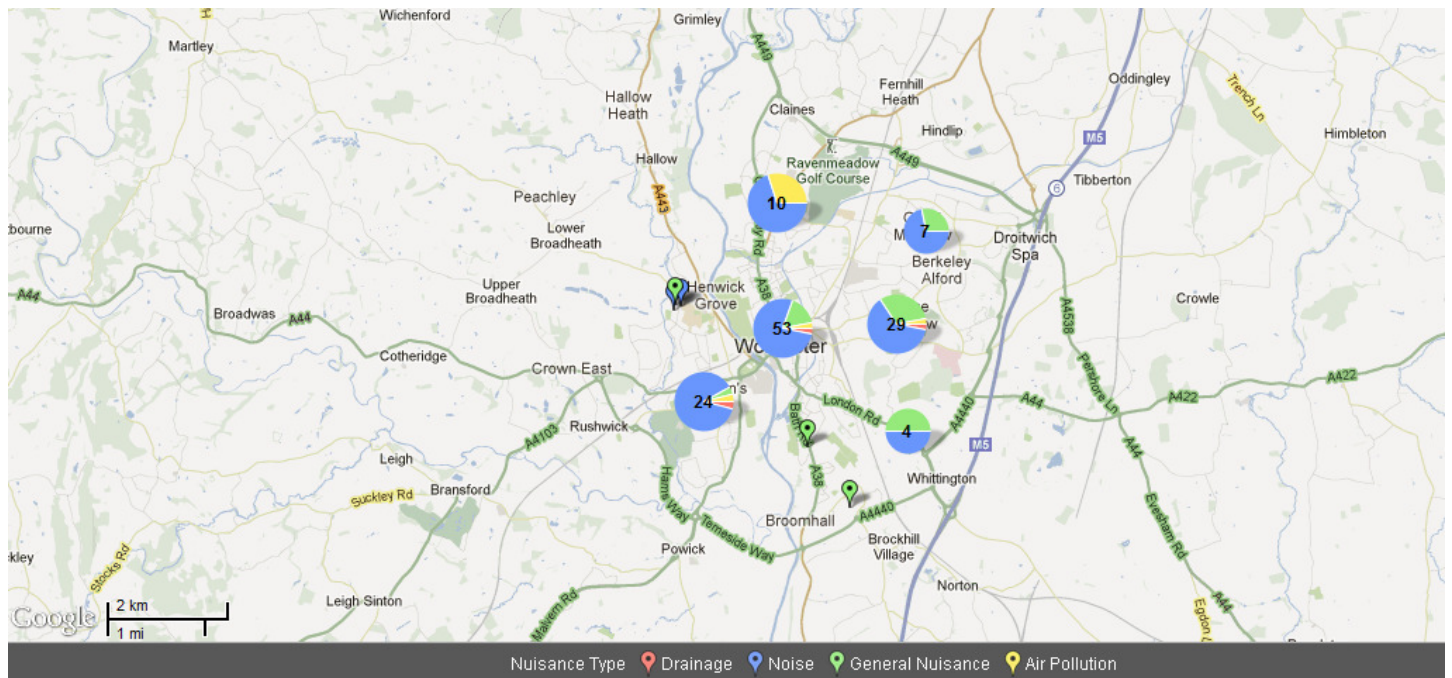
	Nuisance	Total	↑ / ↓
A**	Air Pollution	11	
D**	Drainage	4	
M**	General Nuisance / Pollution	28	
N**	Noise	104	
		147	

	Consumer Complaints	Total	↑ / ↓
	October	103	
	November	105	
	December	75	

	Top 5 consumer complaint categories	Total	↑ / ↓
AB	Home Maintenance	28	
AD	Furniture	20	
EE	Second Hand Motor Vehicles	20	
CA	Clothing	19	
AN	Large White Goods	12	

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Inspections (third quarter)	Total	↑ / ↓
Food Hygiene and H&S Inspections	54	
Food Standards, Animal Health & LACORS Inspections	41	
Broadly Compliant Businesses	93%	



The map above outlines nuisance types by perpetrator address details (where stated).



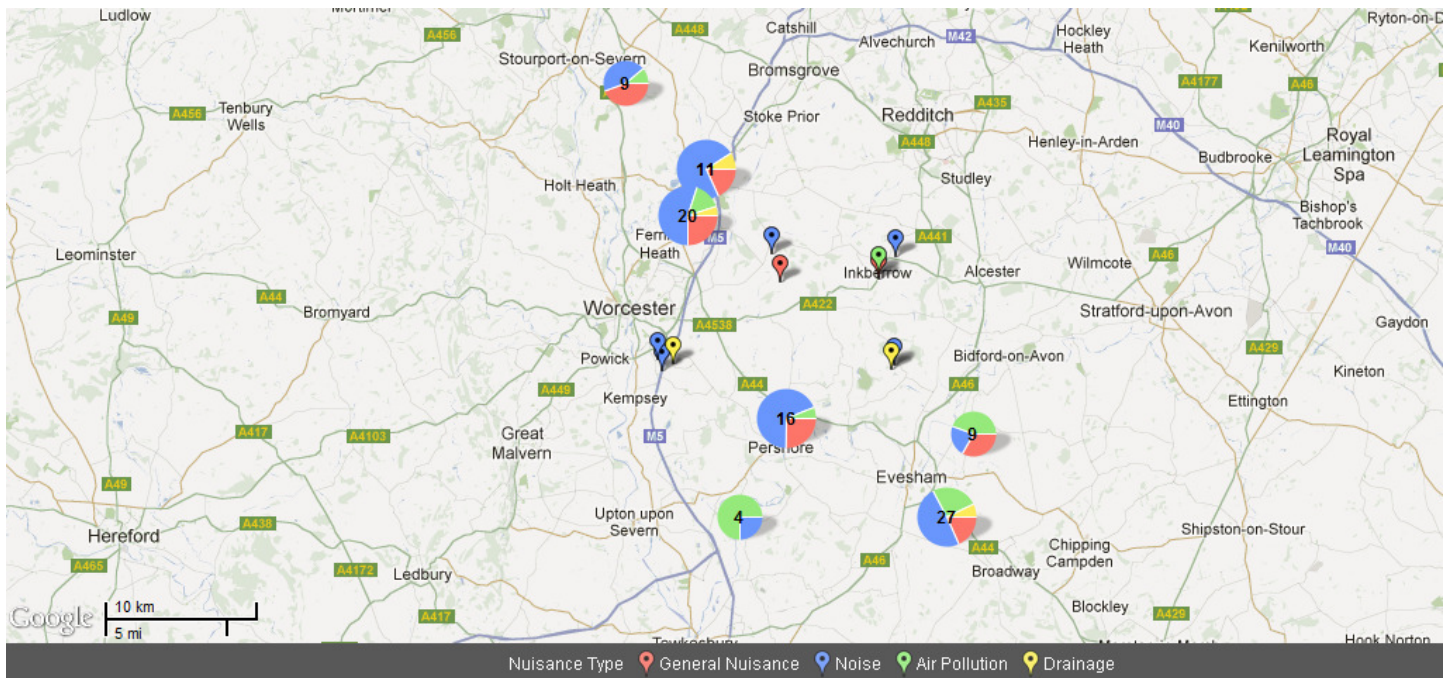
	Nuisance	Total	↑ / ↓
A**	Air Pollution	22	
D**	Drainage	7	
M**	General Nuisance / Pollution	30	
N**	Noise	57	
		116	

	Consumer Complaints	Total	↑ / ↓
	October	120	
	November	89	
	December	82	

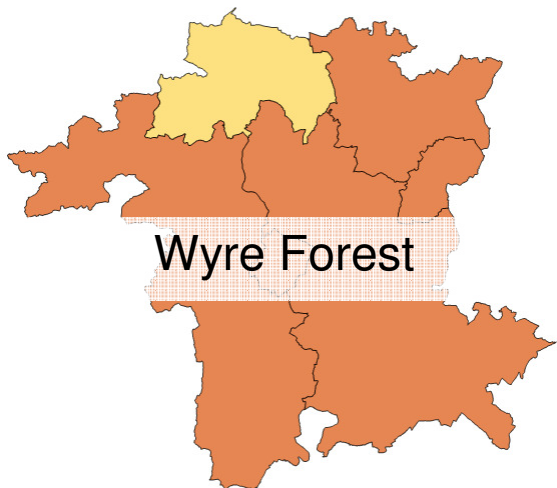
	Top 5 consumer complaint categories	Total	↑ / ↓
AD	Furniture	56	
EE	Second Hand Motor Vehicles	36	
BM	Telecommunications	22	
AB	Home Maintenance	17	
BA	Food & Drink	17	

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Inspections (third quarter)	Total	↑ / ↓
Food Hygiene and H&S Inspections	78	
Food Standards, Animal Health & LACORS Inspections	37	
Broadly Compliant Businesses	93%	



The map above outlines nuisance types by perpetrator address details (where stated).



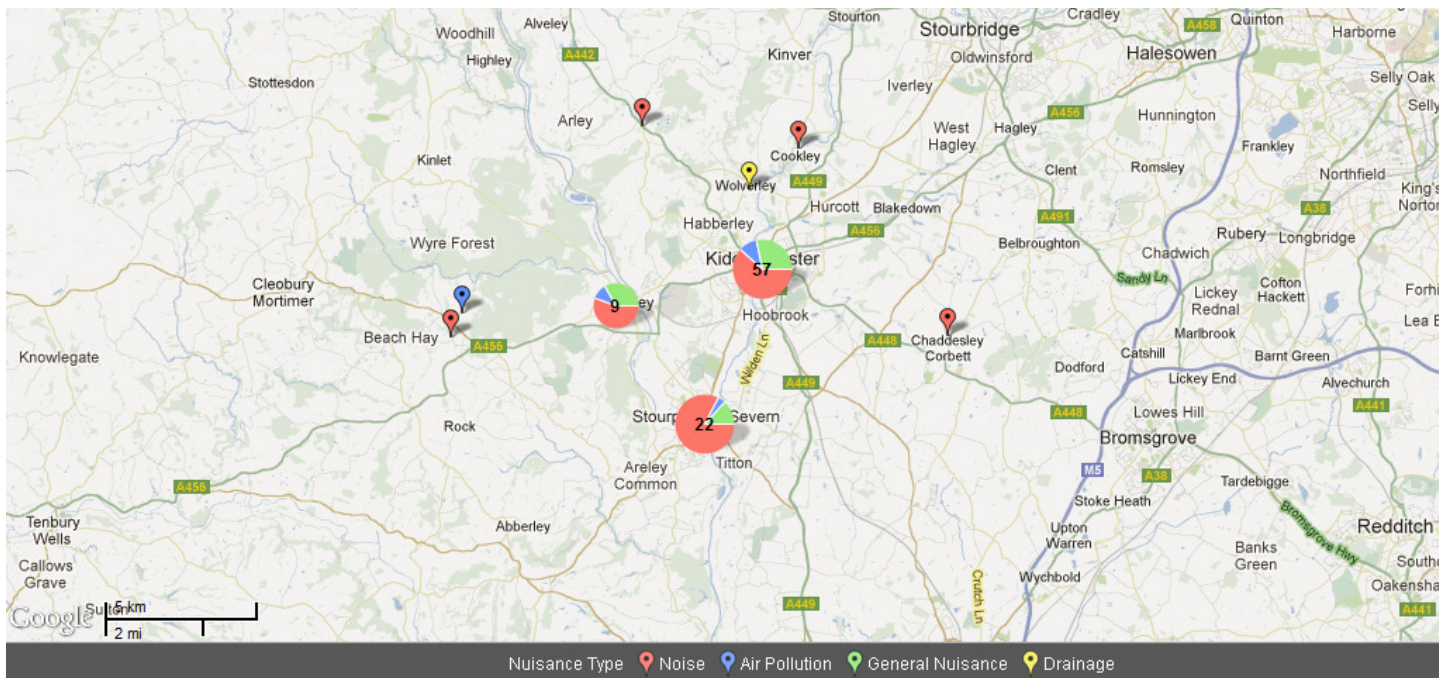
	Nuisance	Total	↑ / ↓
A**	Air Pollution	13	
D**	Drainage	1	
M**	General Nuisance / Pollution	24	
N**	Noise	97	
		135	

	Consumer Complaints	Total	↑ / ↓
	October	70	
	November	80	
	December	65	

	Top 5 consumer complaint categories	Total	↑ / ↓
EE	Second Hand Motor Vehicles	28	
AB	Home Maintenance	23	
AN	Large White Goods	21	
AD	Furniture	20	
EF	Motor Vehicle Repairs	13	

For a wide range of statistics for this district, visit the following link: www.worcestershire.gov.uk/cms/research-and-intelligence/local-area-profiles.aspx

Inspections (third quarter)	Total	↑ / ↓
Food Hygiene and H&S Inspections	61	
Food Standards, Animal Health & LACORS Inspections	17	
Broadly Compliant Businesses	93%	



The map above outlines nuisance types by perpetrator address details (where stated).