

JOINT COMMITTEE

26th September 2013

Activity Data Quarter 1

Recommendation

That members note the report

Contribution to Priorities

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

Introduction & Report

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

The attached report follows the format of previous reports, however, due to data transfer issues, we are currently only able to report on April and May of quarter 1. June was the month during which all data was transferred to the new database and the team developing the IT system are still working on the reports needed to extract data from the system. It is our intention to report on June's activity with the Quarter 2 activity report, which will come to the November Committee, by which time all of the reporting should be up and running and we should be able to give a fuller picture of activity, including inspection data.

The information shows that consumer complaints relating to Trading Standards functions remain at the same level as last year. The common top areas are still second hand cars, home improvements and furniture. The spread of Nuisance complaints across the districts is similar to previous reports. We had a cold spring, so this data does not show the large spike that our staff experienced from July onwards. However, the volume of nuisance complaints (751) for April

and May is the same volume as we received between October and December (Quarter 3,) in 2012, showing that, even when the weather is not at its best, there is still a strong seasonality to this type of demand.

A recent review of the WRS website also shows local people are finding it a useful source of information. When it was established, estimates of around 10,000 hits per annum were thought to be reasonable for a site of its kind. In the past 12 months around 38000 hits have been recorded from 31000 distinct individuals. Around a third of these hits are from mobile devices (smart phones and tablets,) reflecting the growing use of new technology to access the service.

Financial Implications

None

Sustainability

None

Contact Points

Simon Wilkes
Business Manager
01527-548314

Background Papers

Activity Data Report

