

Performance & Activity Data

The Performance table included here covers those measures which are reported more frequently than once per year. We have struggled to pull these together due to the on-going development of the IT system and other commitments but hopefully this will improve going forward.

The activity data referred to in this report covers the FLARE database from 1st April 2013 to 31st May 2013 and the Uniform database from 1st June 2013 to 30th September 2013. 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.

Document Details:

Status: Live

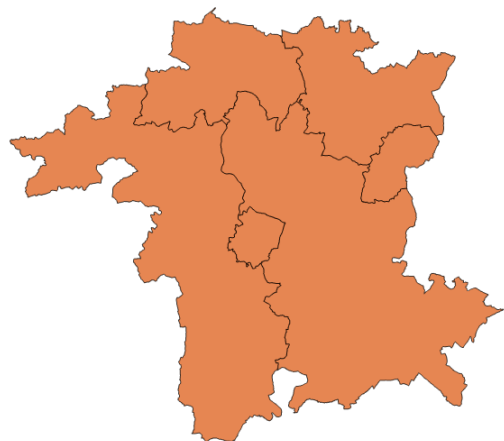
Date: 24/10/2013

Last Updated: 04/11/2013

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The logo for Worcestershire Regulatory Services is located in the bottom right corner. It features the text "Worcestershire Regulatory Services" in white and orange, with the tagline "Supporting and protecting you" in white on an orange background below it.

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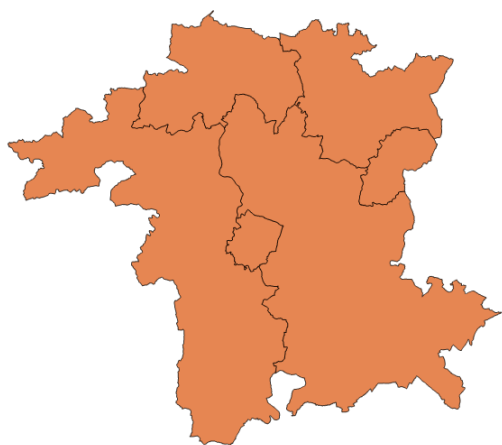


Performance Measures

The following 12 measures are the annual performance framework for the service. Most of the measures are annualised for reporting but some are scheduled for 6 monthly.

The data is Worcestershire-wide.

	Measure	6 monthly return
1	% of service requests where resolution is achieved to customers satisfaction	83% of consumers/ members of the public surveyed are either satisfied or very satisfied with service received
2	% of service requests where resolution is achieved to business satisfaction	82% of businesses are either satisfied or very satisfied with the service they receive
3	% businesses meeting purpose at first assessment/ inspection	Annual Only
4	% of food businesses scoring 0,1 or 2 at 1 st April each year	Annual Only
5	Value (£) of contracts that are subject to intervention by officers on behalf of customers.	Annual Only
6	Air Quality Action plans put in place where necessary to support delivery of improvement	Work completed
7	% of applicants for driver licenses rejected as not fit and proper	0.01%
8	% of vehicles found to be defective whilst in service	1%, based on a proportion of the fleet not the number tested or checked.
9	% of service requests where customer indicates they feel better equipped to deal with issues themselves in future	70% of customers or businesses surveyed felt better able to deal with issues themselves in the future
10	Review of register of complaints and compliments	Complaints = 8 Compliments = 17
11	Staff sickness absence at public sector average or better	4.52 days/ FTE. (NB Apr-September).
12	% of staff who enjoy working for WRS	Annual only



Worcestershire-wide Data

Nuisance

	Nuisance	FLARE	IDOX
BR	Bromsgrove	92	243
MH	Malvern Hills	94	184
RE	Redditch	121	312
WC	Worcester City	118	260
WY	Wychavon	124	259
WF	Wyre Forest	113	242
	Out of County / Unknown	89	300
	Total	751	1800

Other Complaints/ Enquiries

Dogs	124
Food	391
Health & Safety	207
Information Requests	274
Licensing	1732
Pest Control	186
Planning	362
Public Burial	15
Water Supply	17

Consumer Complaints

	Total Consumer Complaints	4404
REFER	CACS Referrals	972
NOTIFY	CACS Notifications	3146

	Top 5 consumer complaint categories	
EE	Second Hand Motor Vehicles	526
AB	Home Maintenance & Improvements	432
AD	Furniture & Pictures	252
DE	Ancillary Credit Business	178
BA	Food & Drink	131

From 1st April to 30th September 2013, WRS received 4404 consumer complaints or enquires. 93% of cases were received via the Citizens Advice Consumer Service (CACS).

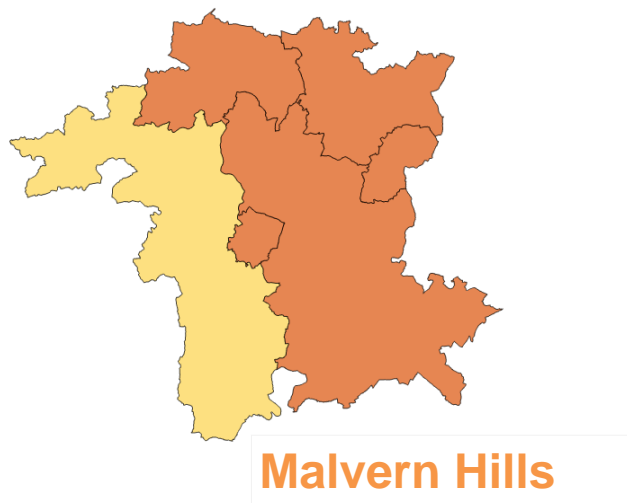
Complaints or enquires received via CACS fall under two categories; notifications (NOTIFY) and 'referrals (REFER). Notifications are generally passed through for information as the consumer is out of county or no further advice is required. Referrals require further assistance or investigation.



Bromsgrove: 129 Food Hygiene Inspections

	Nuisance	92
A**	Air Pollution	12
D**	Drainage	8
M**	General Nuisance / Pollution	18
N**	Noise	44
P**	Pests	10
	Food	20
	Health & Safety	10
	Planning	29
	Public Burial	
	Other Complaints or Enquiries	9

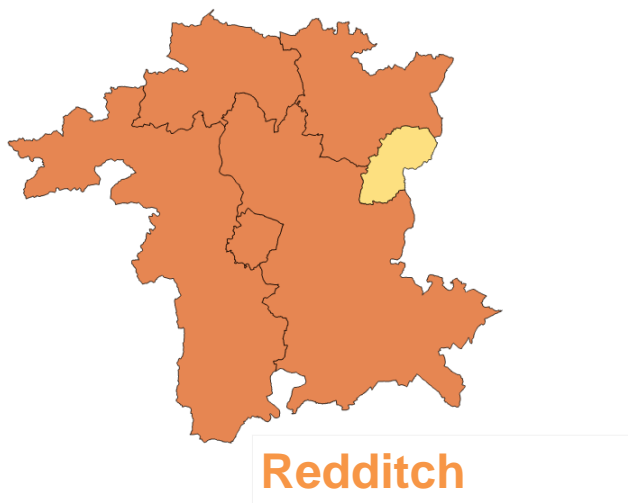
	Dogs	11
	Food	33
	Health & Safety	19
	Information Requests	29
	Licensing	151
	Nuisance Recorded on FLARE	92
	Nuisance recorded on UNIFORM	243
	Accumulations	33
	Drainage	5
	Light Nuisance	2
	Noise	155
	Odour	17
	Smokes, Fumes and Gasses	31
	Pest Control	17
	Planning	58
	Public Burial	2
	Water Supply	1



Malvern: 184 Food Hygiene Inspections

	Nuisance	94
A**	Air Pollution	9
D**	Drainage	6
M**	General Nuisance / Pollution	22
N**	Noise	53
P**	Pests	4
	Food	22
	Health & Safety	8
	Planning	32
	Public Burial	3
	Other Complaints or Enquiries	5

	Dogs	16
	Food	34
	Health & Safety	18
	Information Requests	26
	Licensing	138
	Nuisance	184
	Accumulations	20
	Drainage	3
	Light Nuisance	1
	Noise	126
	Odour	15
	Smokes, Fumes and Gasses	19
	Pest Control	1
	Planning	38
	Public Burial	
	Water Supply	6



Redditch: 66 Food Hygiene Inspections

	Nuisance	121
A**	Air Pollution	12
D**	Drainage	1
M**	General Nuisance / Pollution	14
N**	Noise	77
P**	Pests	17
	Food	17
	Health & Safety	6
	Planning	19
	Public Burial	
	Other Complaints or Enquiries	7

	Dogs	11
	Food	47
	Health & Safety	21
	Information Requests	38
	Licensing	84
	Nuisance	312
	Accumulations	44
	Drainage	2
	Light Nuisance	
	Noise	227
	Odour	13
	Smokes, Fumes and Gasses	26
	Pest Control	28
	Planning	18
	Public Burial	1
	Water Supply	



Worcester: 113 Food Hygiene Inspections

	Nuisance	118
A**	Air Pollution	10
D**	Drainage	4
M**	General Nuisance / Pollution	32
N**	Noise	64
P**	Pests	8
	Food	26
	Health & Safety	15
	Planning	33
	Public Burial	3
	Other Complaints or Enquiries	6

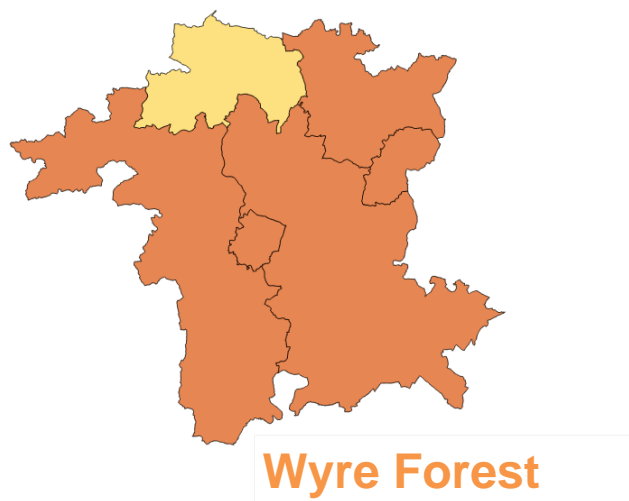
	Dogs	17
	Food	51
	Health & Safety	27
	Information Requests	12
	Licensing	241
	Nuisance	260
	Accumulations	37
	Drainage	2
	Light Nuisance	1
	Noise	198
	Odour	14
	Smokes, Fumes and Gasses	8
	Pest Control	2
	Planning	41
	Public Burial	7
	Water Supply	



Wychavon: 185 Food Hygiene Inspections

	Nuisance	124
A**	Air Pollution	19
D**	Drainage	4
M**	General Nuisance / Pollution	27
N**	Noise	60
P**	Pests	14
	Food	29
	Health & Safety	9
	Planning	35
	Public Burial	
	Other Complaints or Enquiries	15

	Dogs	25
	Food	72
	Health & Safety	30
	Information Requests	20
	Licensing	255
	Nuisance	259
	Accumulations	26
	Drainage	6
	Light Nuisance	
	Noise	176
	Odour	24
	Smokes, Fumes and Gasses	27
	Pest Control	10
	Planning	75
	Public Burial	2
	Water Supply	3

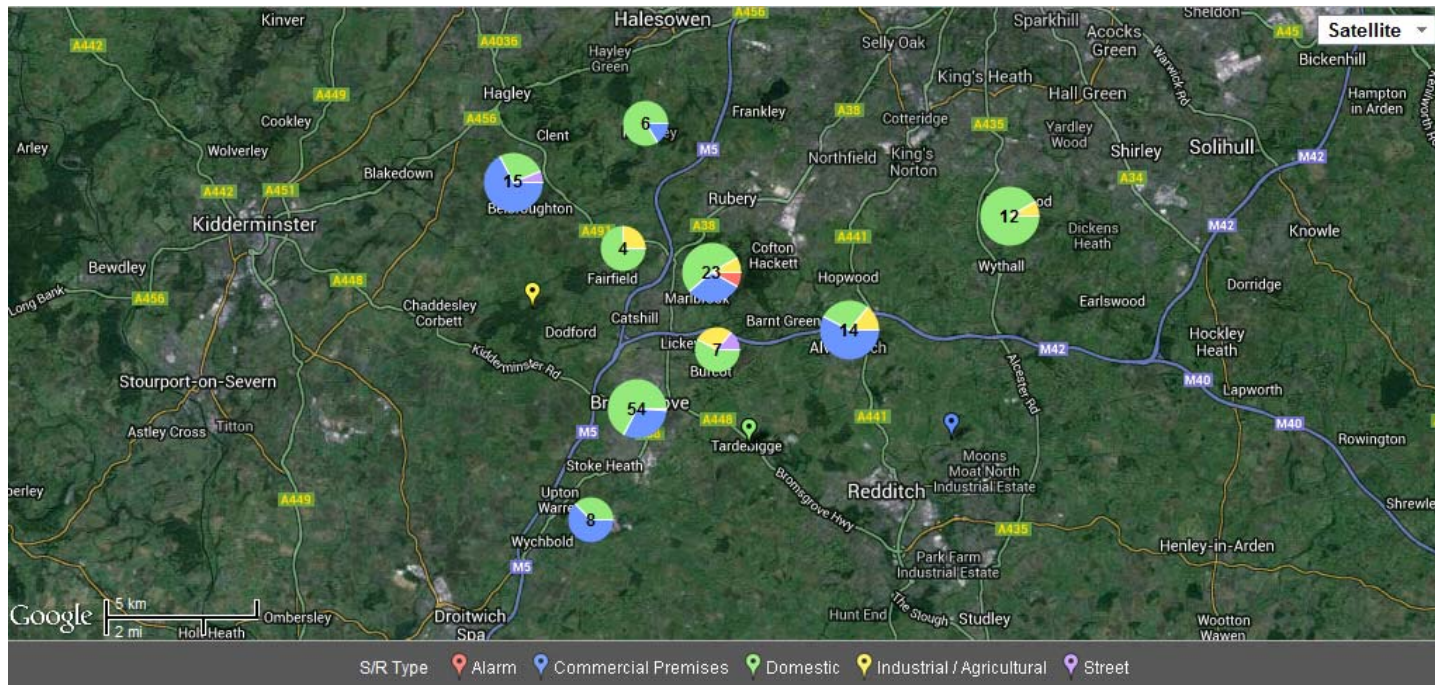


Wyre Forest: 210 Food Hygiene Inspections

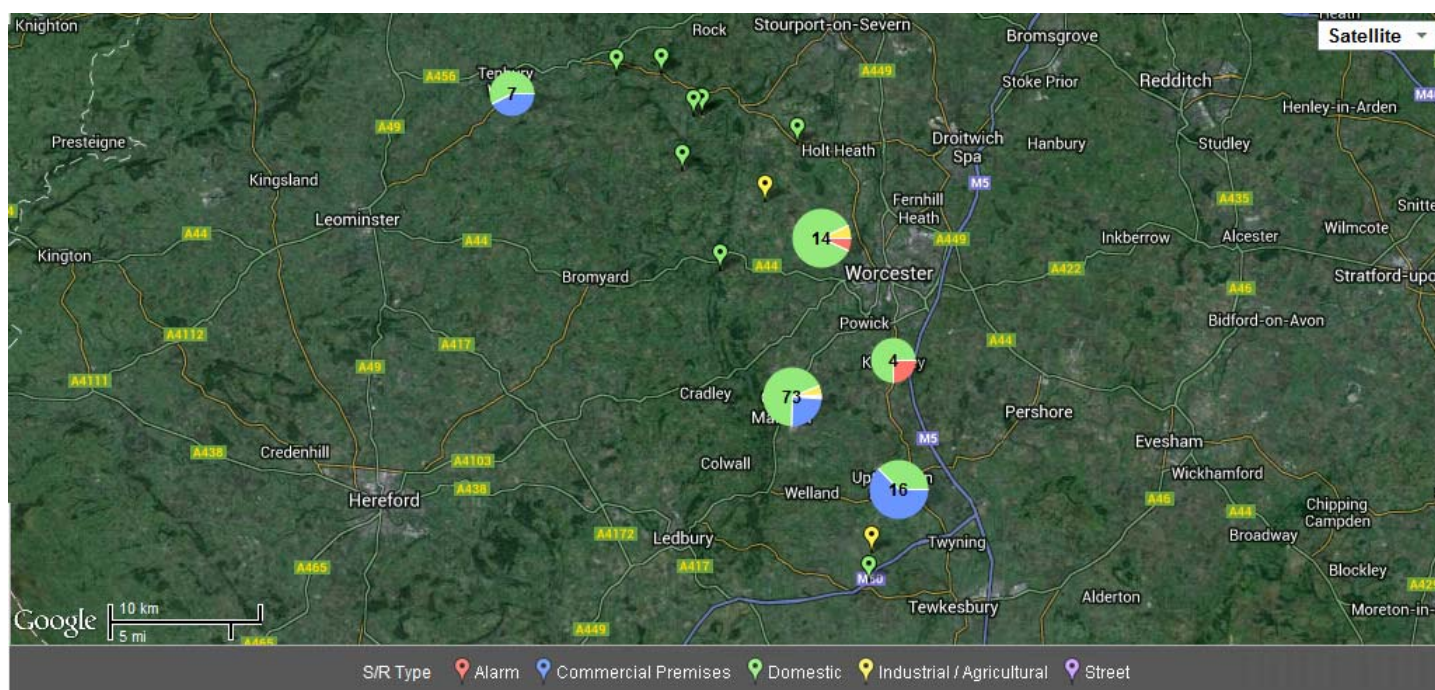
	Nuisance	113
A**	Air Pollution	11
D**	Drainage	1
M**	General Nuisance / Pollution	21
N**	Noise	51
P**	Pests	29
	Food	21
	Health & Safety	10
	Planning	17
	Public Burial	
	Other Complaints or Enquiries	4

	Dogs	13
	Food	48
	Health & Safety	25
	Information Requests	14
	Licensing	101
	Nuisance	242
	Accumulations	32
	Drainage	6
	Light Nuisance	3
	Noise	167
	Odour	14
	Smokes, Fumes and Gasses	20
	Pest Control	119
	Planning	22
	Public Burial	1
	Water Supply	2

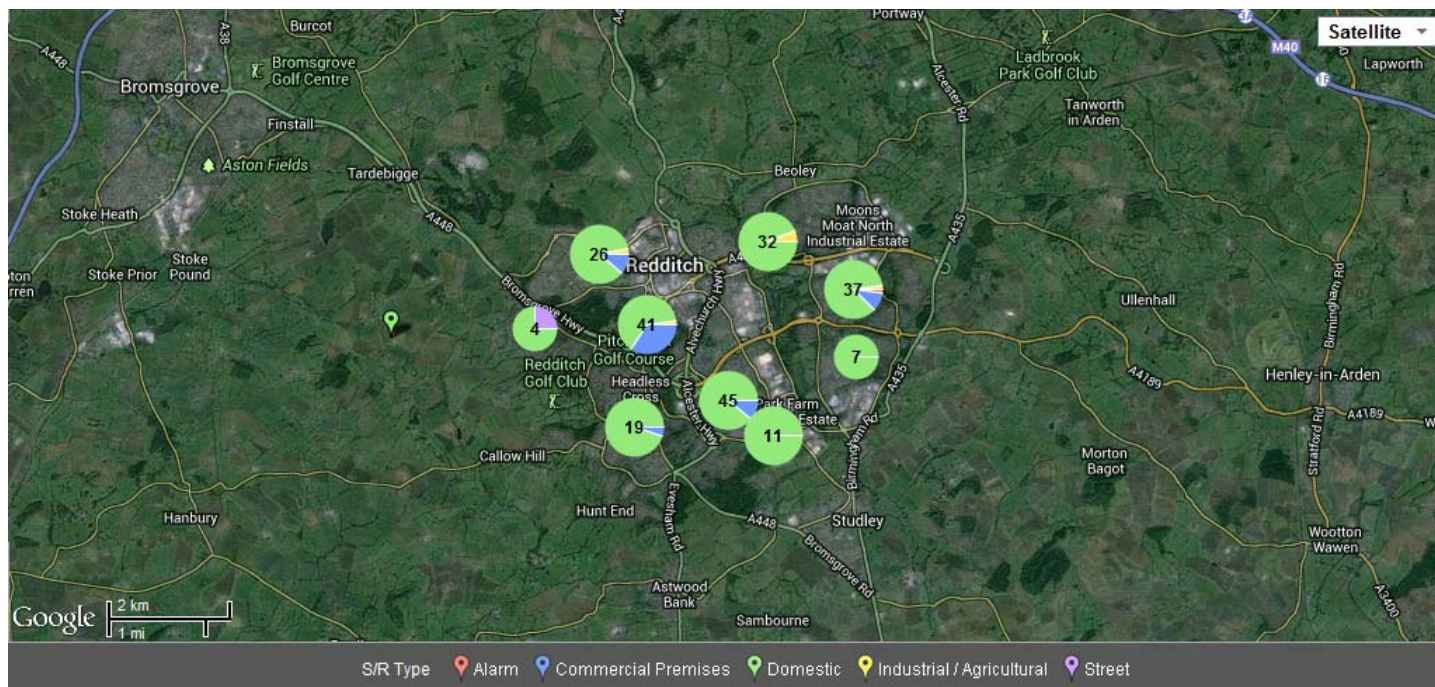
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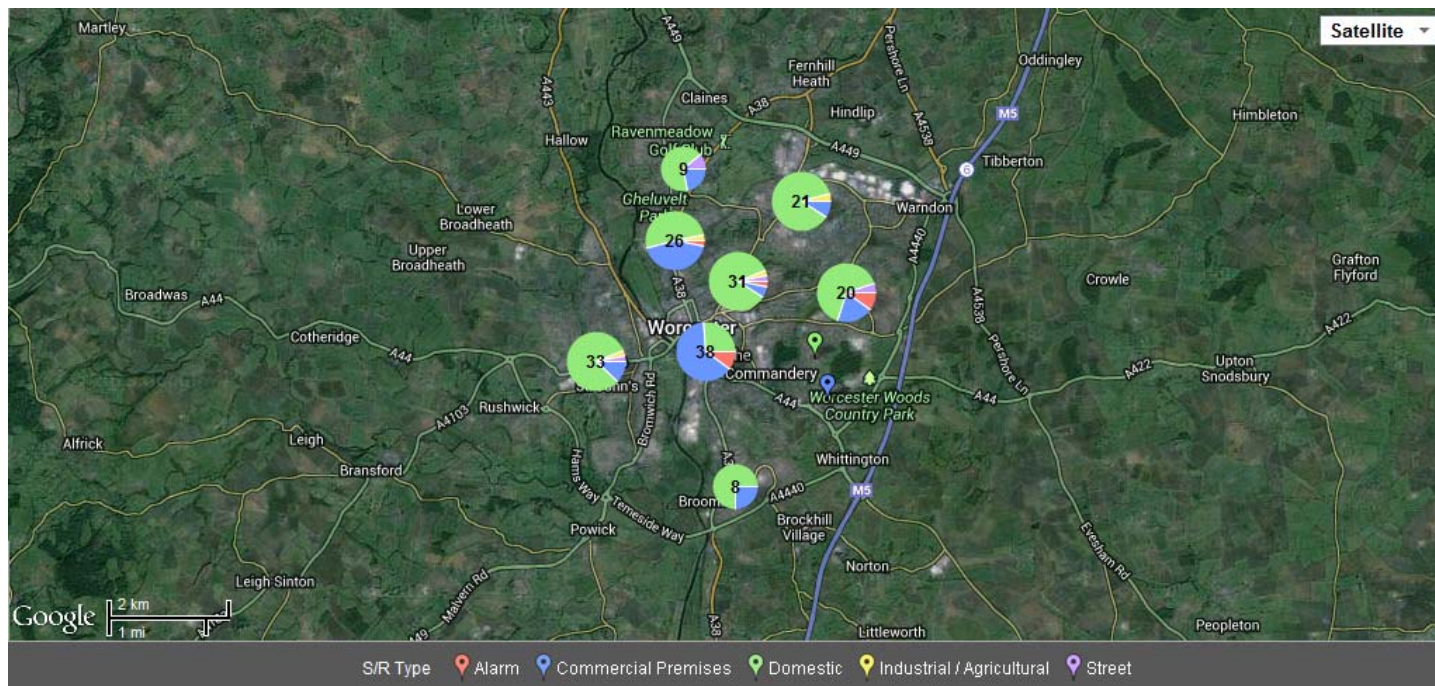
Service Requests relating to Noise in the district of Bromsgrove. Mapped by subject postcode (where stated).



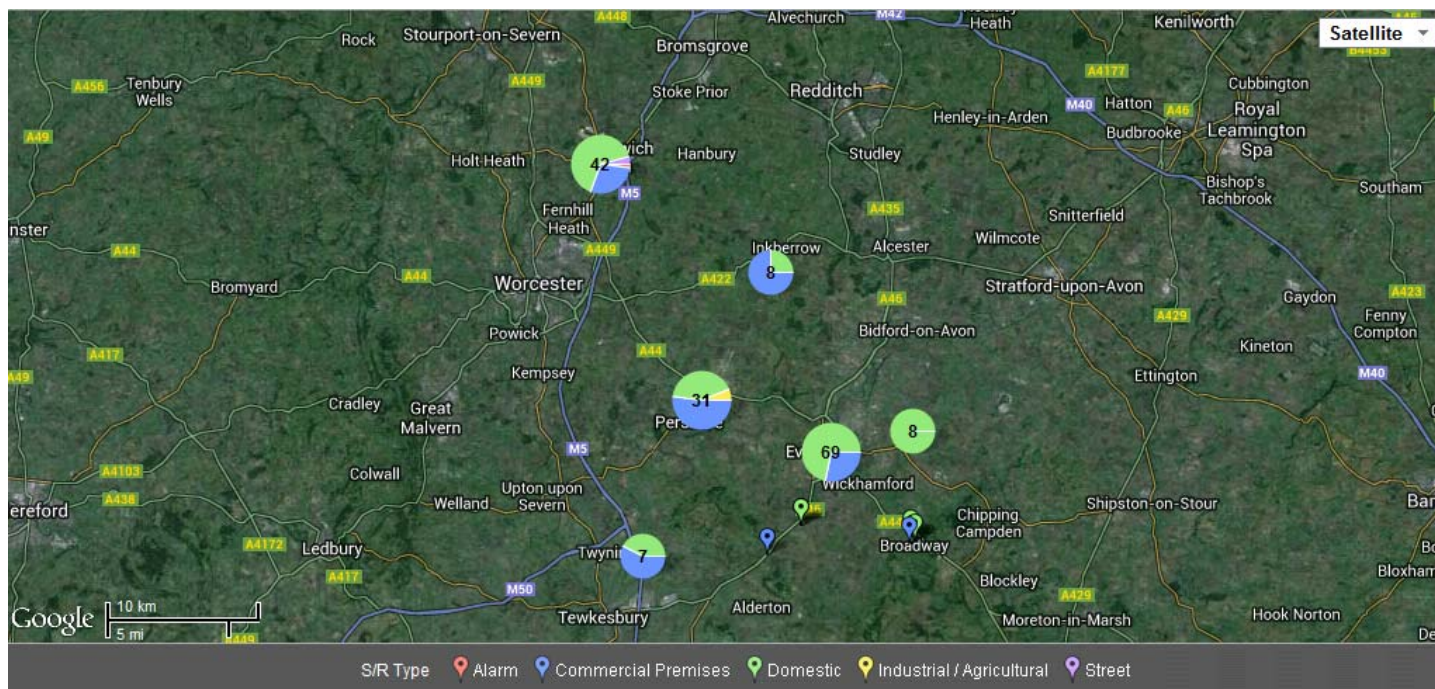
Service Requests relating to Noise in the district of Malvern Hills. Mapped by subject postcode (where stated).



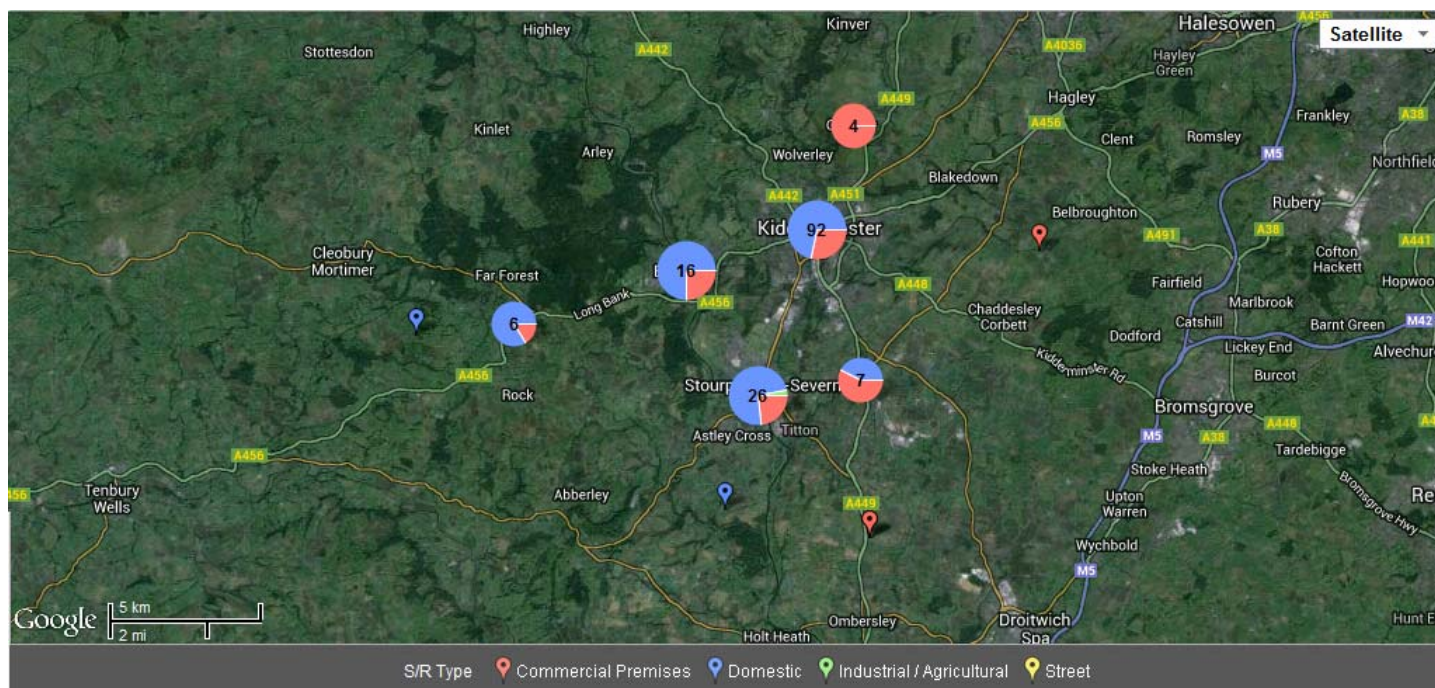
Service Requests relating to Noise in the district of Redditch. Mapped by subject postcode (where stated).



Service Requests relating to Noise in the district of Worcester City. Mapped by subject postcode (where stated).



Service Requests relating to Noise in the district of Wychavon. Mapped by subject postcode (where stated).



Service Requests relating to Noise in the district of Wyre Forest. Mapped by subject postcode (where stated).

Time to Close Complaints

Members asked for clarification on the volumes of complex casework staff are undertaking. The diagrams below show the volumes of complaints and the time it is taking to close them for our two largest areas of reactive work. Obviously, longer time to close generally indicates either a more difficult complaint or one which, by its nature, results in formal action.

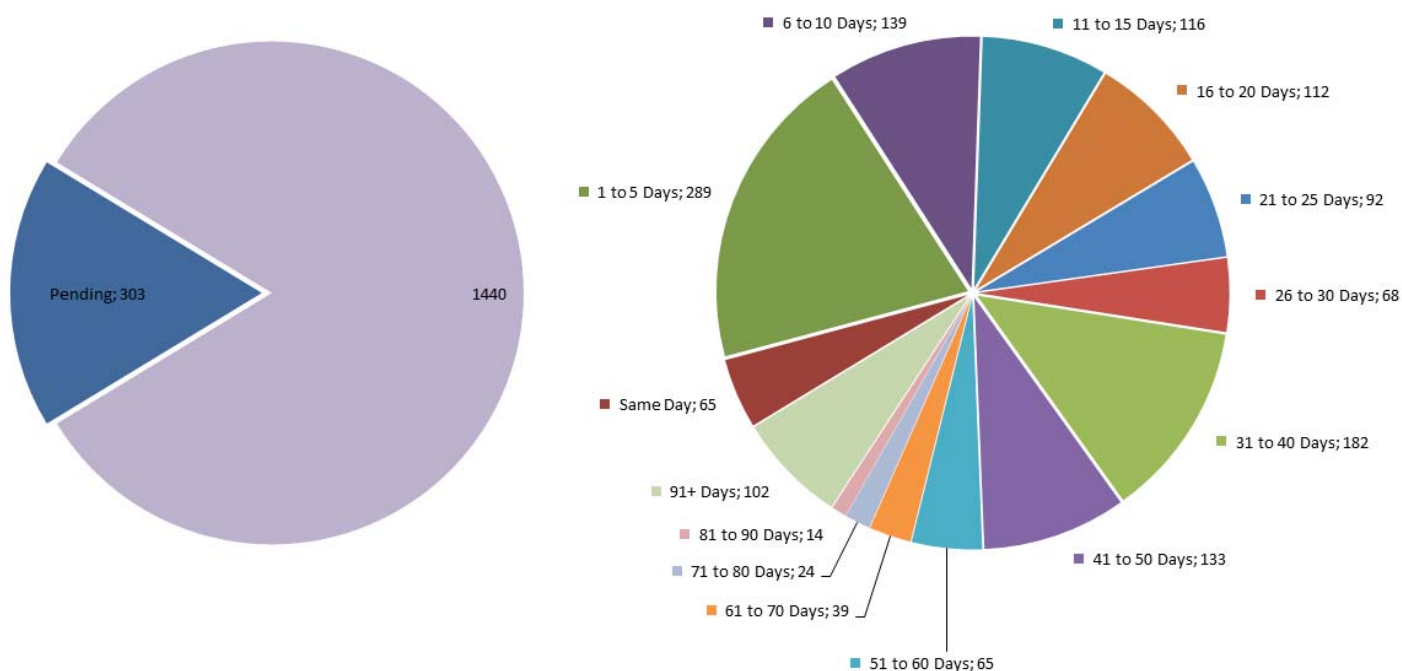


Chart showing resolution times for Nuisance complaints or enquiries

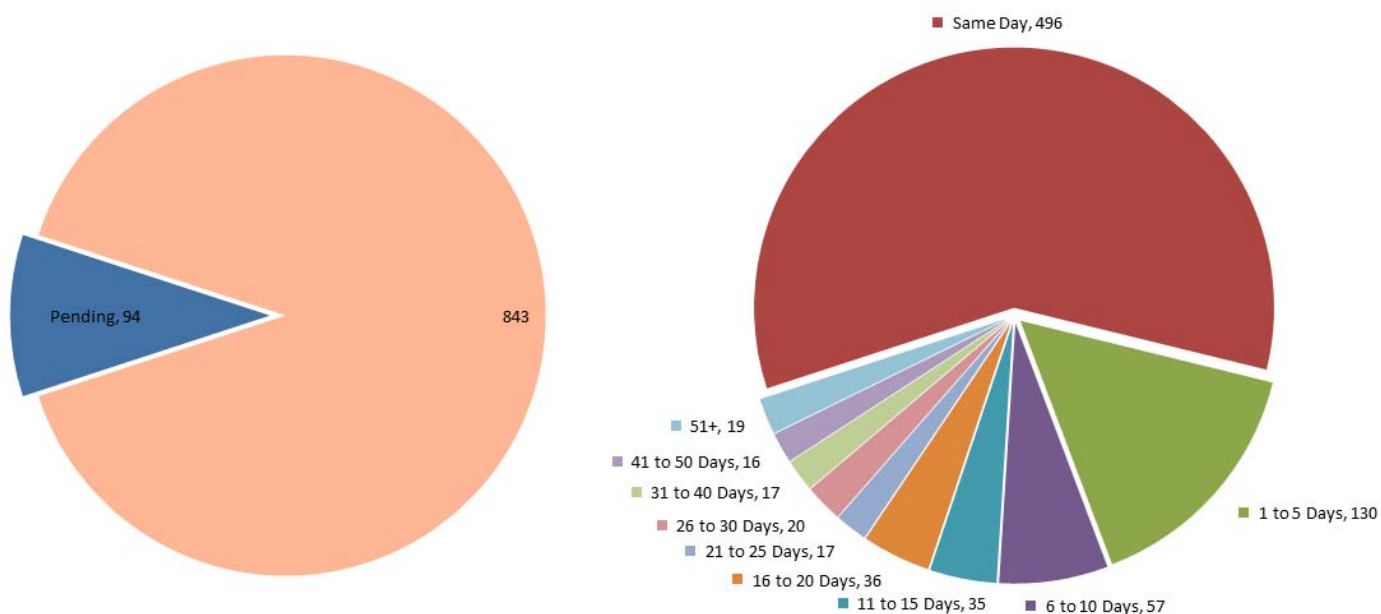


Chart showing resolution times for consumer complaint or enquiry referrals from Citizens Advice Consumer Service

In relation to consumer complaints (Trading Standards functions,) the vast majority of complaints closed quickly are either civil law issues where there is no pattern of behaviour that demonstrates harm to the collective interests of consumers, or minor criminal issues where an intervention is unlikely to yield a significant outcome e.g. minor pricing irregularities. These are treated as intelligence and used to direct the activities of the service on a pro-active basis. Only more serious issues or those impacting on the vulnerable are tackled directly.

Licensing Volumetrics

LICENCE TYPE	BDC		MHDC		RBC		WCC		WDC		WFDC						
	May-12	Aug-13	May-12	Aug-13	May-12	Aug-13	May-12	Aug-13	May-12	Aug-13	May-12	Aug-13					
Premises Licence	319	333	343	364	210	217	387	390	504	484	444	369					
Club Premises	41	41	32	32	23	9	20	20	66	54	39	39					
Personal Licence	742	757	740	750	565	578	781	943	656	679	810	839					
TENS	176	181	344	375	87	87	266	266	480	430	210	180					
TOTAL	1278	1312	0	1459	1521	0	885	891	0	1454	1619	0	1706	1647	0	1503	1427
TAXI TYPE																	
Dual Driver	149	235	85	82	106	132	256	373			196	196					
PHD			77	73	167	210			198	220							
HCD					182	230			172	176							
PHV	60	64	69	69	178	229	59	59	137	147	35	43					
HCV	147	136	46	45	210	210	201	249	137	142	85	80					
PHO	19	16	17	17	10	13	16	16	38	40	6	6					
TOTAL	375	451	0	294	286	0	853	1024	0	532	697	0	682	725	0	322	325
MISC																	
Motor Salvate Operators	0	0	0	0	1	1	0	0	5	5	0	0					
Scrap Metal Dealers	0	0	2	2	1	1	0	0	6	6	15	15					
Street Collections	3	3	48	48	10	10	35	35	32	35	24	24					
House to House Collections	9	9	30	30	8	8	11	11	15	19	24	24					
Animal Boarding	28	27	23	23	0	0	2	2	31	31	8	8					
Dog Breeding	0	0	3	3	0	0	0	0	0	1	1	1					
Dangerous Wild Animals	1	1	1	1	0	0	0	0	1	1	1	1					
Pet Shops	6	4	7	7	3	3	6	6	8	6	6	6					
Riding Establishments	8	11	16	16	0	0	1	1			3	3					
Zoo	1	1	0	0	0	0	0	0	1	1	1	1					
Street Trading	18	15	0	0	0	0	25	25	2	3	6	6					
Sex Establishments	0	0	0	0	0	0	1	1	0	1	2	2					
Street Amenity Licence							28	30			0	6					
2nd Hand Goods							20	20									
Tattooists's	4	4	4	3	0	0	3	3	0	5	5	7					
Skin Piercing	11	11	12	12	0	0	67	67	0	3	19	21					
TOTAL	89	86	0	146	145	0	23	23	0	199	201	0	101	117	0	115	125

Gambling																	
Adult Gaming Centre	9	9	0	0	3	3	1	1	0	0	7	6					
Betting Premises	8	8	4	4	11	11	18	19	8	8	15	12					
Club Machine Permits	21	21	8	8	9	9	15	11	23	23	13	13					
Family Ent Centres	3	3	2	2	3	3	0	0	2	2	4	4					
LPGMP's	9	11	0	1	9	9	15	15	12	9	12	5					
Notifications	61	62	51	62	47	49	171	171	132	47	92	99					
Small Lottery	99	99	52	65	68	68	78	82	175	175	61	76					
Bingo	0	0	0	0	2	2	4	4	0	0	1	1					
TOTAL	210	213	0	117	142	0	152	154	0	302	303	0	352	264	0	205	216