

Quarterly Activity Report

Worcestershire
Regulatory Services
Supporting and protecting you



Report	WRS activity report
Version	V1.0
Date	08/04/2014
Year	2013/2014
By	Intelligence Team



worcestershire
county council

 **Bromsgrove**
District Council

 **REDDITCH BOROUGH COUNCIL**

 **Worcester**
CITY COUNCIL

 **WYCHAVON**
DISTRICT COUNCIL
good services. good value

 **Malvern Hills**
District Council

 **Wyre Forest**
District Council

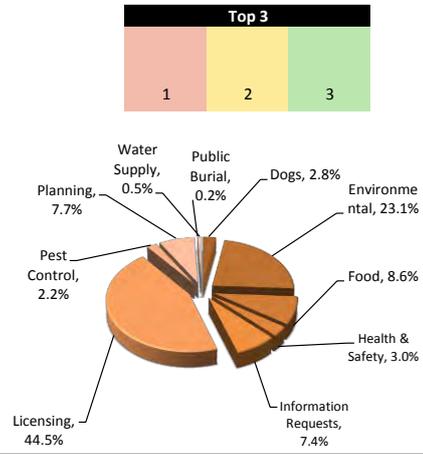
Index

Page 1	Cover Sheet
Page 2	Index
Page 3	Environmental health Q4
Page 4	Trading Standard Q4
Page 5	Environmental health YTD
Page 6	Trading Standard YTD
Page 7	Environmental health End to End times
Page 8	Trading Standard End to End times



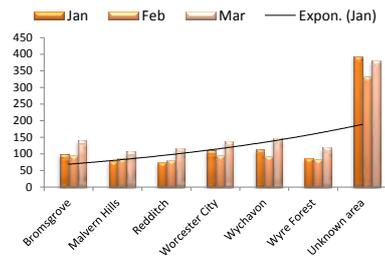
Environmental Health

By type					
Type of request	Jan	Feb	Mar	Q4 total	Q4 %
Dogs	20	24	40	84	2.8%
Environmental	184	200	302	686	23.1%
Food	79	85	93	257	8.6%
Health & Safety	18	33	39	90	3.0%
Information Requests	95	69	56	220	7.4%
Licensing	454	367	501	1322	44.5%
Pest Control	22	18	24	64	2.2%
Planning	76	70	82	228	7.7%
Public Burial	3		4	7	0.2%
Water Supply	4	4	8	16	0.5%
Total	955	870	1149	2974	100.0%



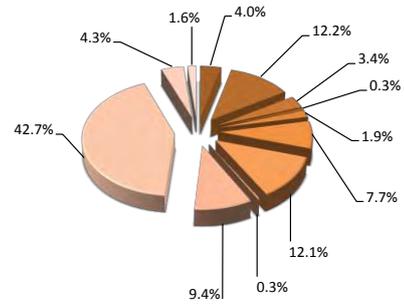
Environmental health by type Q4 Notes:

By district					
Type of request	Jan	Feb	Mar	Q4 total	Q4 %
Bromsgrove	100	95	140	335	11.3%
Malvern Hills	79	86	108	273	9.2%
Redditch	74	82	116	272	9.1%
Worcester City	110	97	138	345	11.6%
Wychevon	113	94	146	353	11.9%
Wyre Forest	87	84	119	290	9.8%
Unknown area	392	332	382	1106	37.2%
Total	955	870	1149	2974	100.0%



Environmental health by district Q4 Notes:

Nuisance					
Type of request	Jan	Feb	Mar	Q4 total	Q4 %
Accumulations - Commercial	6	14	7	27	4.0%
Accumulations - Domestic	25	19	38	82	12.2%
Drainage	10	7	6	23	3.4%
Drainage - Surcharge	1		1	2	0.3%
Light Nuisance	5	3	5	13	1.9%
Odour	22	7	23	52	7.7%
Smoke, Fumes and Gases	14	19	48	81	12.1%
Noise - Alarm			2	2	0.3%
Noise - Commercial Premises	15	18	30	63	9.4%
Noise - Domestic	78	86	123	287	42.7%
Noise - Industrial or Agricultural	3	16	10	29	4.3%
Noise - Street		5	6	11	1.6%
Total	179	194	299	672	100.0%

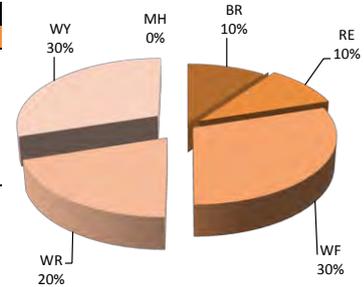


Nuisance by Ward (Top 10)

Ward	No.	District
Arboretum	7	WR
Bengeworth	6	WY
Headless Cross and Oakenshaw	6	RE
Droitwich South West	5	WY
Alvechurch	5	BR
Oldington and Foley Park	4	WF
Lickhill	4	WF
Broadwaters	4	WF
Droitwich West	4	WY
Cathedral	4	WR

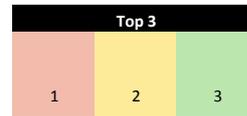
Top 10% (split by district)

District	of the 10	District
BR	1	10%
MH		
RE	1	10%
WF	3	30%
WR	2	20%
WY	3	30%

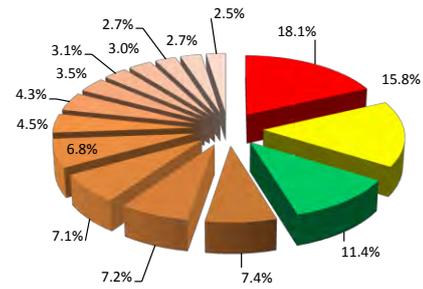


Notes

Trading Standards



Top 15 requests				
No.	quantity	Code	Discription	%
1	225	EE	Second Hand Cars	18.1%
2	196	AB	Home Maintenance And Improvements	15.8%
3	142	AD	Furniture	11.4%
4	92	DY	Professional Services	7.4%
5	90	BM	Telecommunications	7.2%
6	88	CZ	Other Personal Goods And Services	7.1%
7	85	AM	Personal Computers, Accessories, Softw:	6.8%
8	56	CA	Clothing And Clothing Fabric	4.5%
9	54	AN	Large Domestic Appliances	4.3%
10	44	BA	Food And Drink	3.5%
11	38	CE	Toiletries, Perfumes, Beauty Treatments	3.1%
12	37	DG	Insurance	3.0%
13	33	AN	Large Domestic Appliances	2.7%
14	33	AL	Audio - Visual	2.7%
15	31	AC	Glazing Products And Installations	2.5%



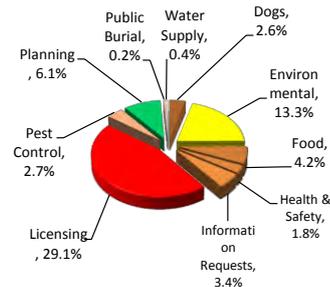
Top 20 by Ward										
No	Ward	Unknown	BR	MH	RE	WF	WR	WY	Grand Total	%
1		1209							1209	84%
2	Abbey				29				29	2%
3	Greenhill					20			20	1%
4	Lovett and North Claines							19	19	1%
5	Stoke Prior		18						18	1%
6	Hartlebury							16	16	1%
7	Alvechurch		15						15	1%
8	Bretforton and Offenham							14	14	1%
9	Warndon						12		12	1%
10	Evesham North							11	11	1%
11	Droitwich West							11	11	1%
12	Link			7					7	0%
13	Aggborough and Spennells					7			7	0%
14	Broadway and Wickhamford							7	7	0%
15	Cathederal						7		7	0%
16	Franche					7			7	0%
17	Bedwardine						6		6	0%
18	Matchborough				6				6	0%
19	Droitwich East							6	6	0%
20	Lodge Park				6				6	0%
Total of Top 20		1209	33	7	41	34	25	84	1433	
Percentage split		84%	2%	0%	3%	2%	2%	6%	100%	

Notes:

Environmental Health

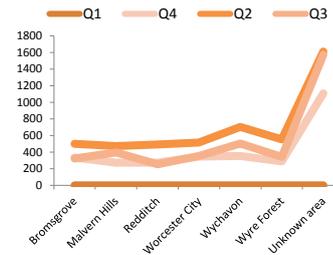


By type						
Type of request	Q1	Q2	Q3	Q4	Total	YTD %
Dogs		106	116	84	306	2.6%
Environmental		1626	727	686	3039	13.3%
Food		349	219	257	825	4.2%
Health & Safety		128	124	90	342	1.8%
Information Requests		192	228	220	640	3.4%
Licensing		1952	1967	1322	5241	29.1%
Pest Control		193	86	64	343	2.7%
Planning		275	255	228	758	6.1%
Public Burial		12	10	7	29	0.2%
Water Supply		17	13	16	46	0.4%
Total		4850	3745	2974	11569	90.9%



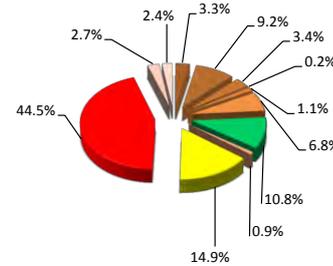
Environmental health by type YTD Notes: Please note Planning figures don't show the true figures due to the way they're record them within uniform

By district						
Type of request	Q1	Q2	Q3	Q4	Total	YTD %
Bromsgrove		499	325	335	1159	10.0%
Malvern Hills		475	395	273	1143	9.9%
Redditch		492	254	272	1018	8.8%
Worcester City		515	353	345	1213	10.5%
Wychevon		705	503	353	1561	13.5%
Wyre Forest		553	343	290	1186	10.3%
Unknown area		1611	1572	1106	4289	37.1%
Total		4850	3745	2974	11569	100.0%



Environmental health by district YTD Notes: Nearly 40% are either out of area or without Postcode known

Nuisance						
Type of request	Q1	Q2	Q3	Q4	Total	YTD %
Accumulations - Commercial		40	31	27	98	3.3%
Accumulations - Domestic		121	70	82	273	9.2%
Drainage		34	43	23	100	3.4%
Drainage - Surcharge		2	2	2	6	0.2%
Light Nuisance		10	9	13	32	1.1%
Odour		99	50	52	201	6.8%
Smoke, Fumes and Gases		148	91	81	320	10.8%
Noise - Alarm		15	10	2	27	0.9%
Noise - Commercial Premises		288	92	63	443	14.9%
Noise - Domestic		738	297	287	1322	44.5%
Noise - Industrial or Agricultural		40	12	29	81	2.7%
Noise - Street		53	7	11	71	2.4%
Total		1588	714	672	2974	100.0%

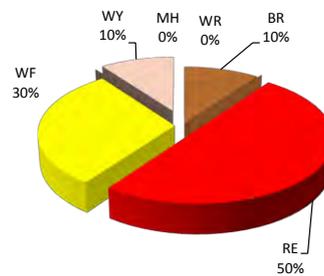


Nuisance by Ward (Top 10)

Ward	No.	District
Greenlands	59	RE
Winyates	53	RE
Bengeworth	49	WY
Greenhill	48	WF
Church Hill	44	RE
Lodge Park	38	RE
Headless Cross and Oakenshaw	37	RE
Broadwaters	35	WF
Alvechurch	35	BR
Sutton Park	34	WF

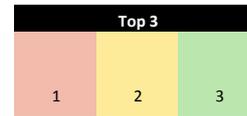
Top 10% (split by district)

District	of the 10	District
BR	1	10%
MH	0	0%
WR	0	0%
BR	10	100%
WF	3	30%
WY	1	10%

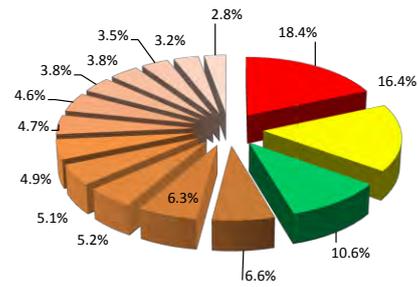


Notes: 44.5% of all nuisance complaints are domestic noise. Overall Redditch covers 5 wards out of the Top 10 Nuisance complaints across the county

Trading Standards



Top 15 requests				
No.	quantity	Code	Discription	%
1	894	EE	Second Hand Cars	18.4%
2	797	AB	Home Maintenance And Improvement	16.4%
3	512	AD	Furniture	10.6%
4	321	BM	Telecommunications	6.6%
5	307	DE	Ancillary Credit Business	6.3%
6	251	DY	Professional Services	5.2%
7	245	CZ	Other Personal Goods And Services	5.1%
8	236	BA	Food And Drink	4.9%
9	227	AM	Personal Computers, Accessories, Soft	4.7%
10	224	GA	Industrial/Commercial Goods And Serv	4.6%
11	185	CA	Clothing And Clothing Fabric	3.8%
12	183	AN	Large Domestic Appliances	3.8%
13	172	EF	Car Repairs And Servicing	3.5%
14	156	DG	Insurance	3.2%
15	136	AL	Audio - Visual	2.8%



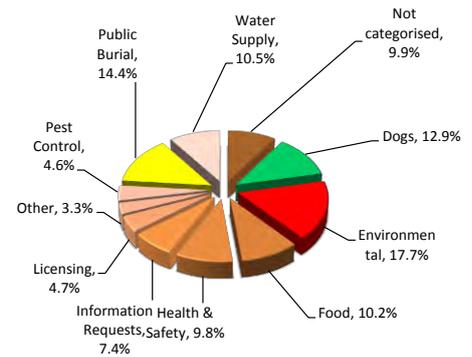
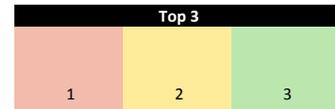
Top 20 by Ward										
No	Ward	Unknown	BR	MH	RE	WF	WR	WY	Grand Total	%
1		4276							4276	75%
2	Abbey				220				220	4%
3	Greenhill					129			129	2%
4	Lovett and North Claines							125	125	2%
5	Stoke Prior		109						109	2%
6	Alvechurch		103						103	2%
7	Droitwich West							81	81	1%
8	Aggborough and Spennells					62			62	1%
9	Bedwardine						61		61	1%
10	Warndon						58		58	1%
11	Bretforton and Offenham							58	58	1%
12	Franche					57			57	1%
13	Evesham North							56	56	1%
14	Matchborough				50				50	1%
15	Evesham South							49	49	1%
16	Link			46					46	1%
17	Hartlebury							45	45	1%
18	Charford		44						44	1%
19	Mitton					43			43	1%
20	Tardebigge		40						40	1%
Total of Top 20		4276	296	46	270	291	119	414	5712	
Percentage split		75%	5%	1%	5%	5%	2%	7%	100%	

Notes: 4357 missing either postcodes or are out of area so we're unable to determine area.

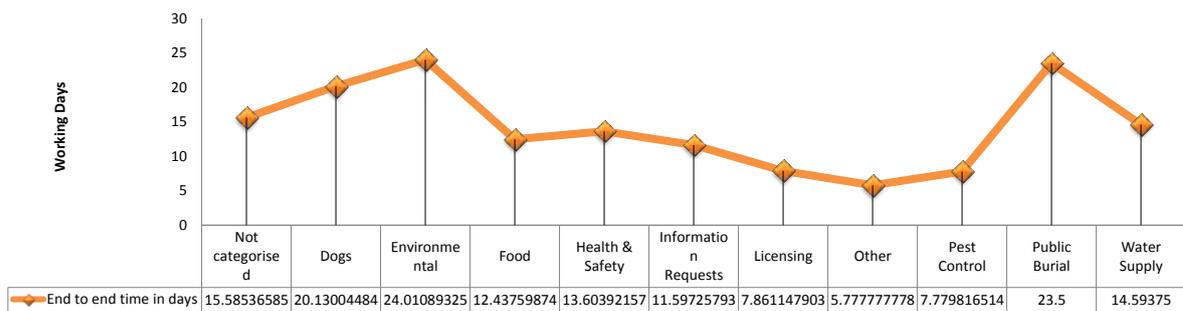
End to end times per Environmental Health category

Environmental health Area	Average days to allocate case	Average days to close from allocation	End to end time in days	% Split of time taken by area
Not categorised	1.3	14.3	15.6	9.9%
Dogs	1.3	18.9	20.1	12.9%
Environmental	1.1	22.9	24.0	17.7%
Food	1.3	11.1	12.4	10.2%
Health & Safety	1.1	12.5	13.6	9.8%
Information Requests	1.5	10.1	11.6	7.4%
Licensing	1.1	6.8	7.9	4.7%
Other	1.4	4.3	5.8	3.3%
Pest Control	1.0	6.8	7.8	4.6%
Public Burial	1.0	22.5	23.5	14.4%
Water Supply	1.3	13.3	14.6	10.5%
Average	1.2	13.0	14.3	

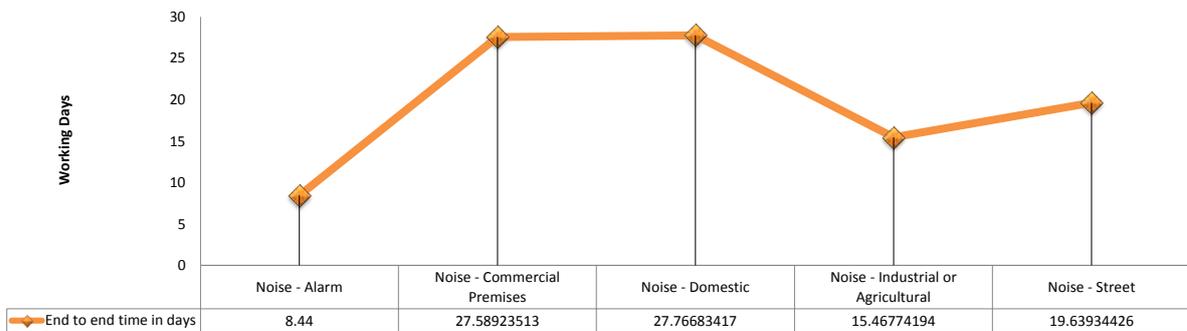
Number of days taken End to End for Noise				
Noise - Alarm	1.0	9.7	10.7	9.7%
Noise - Commercial Premises	1.0	27.7	28.7	26.0%
Noise - Domestic	1.2	30.7	31.9	28.9%
Noise - Industrial or Agricultural	1.0	20.3	21.3	19.3%
Noise - Street	1.0	16.8	17.8	16.1%



Avg No of days taken end to end by request type



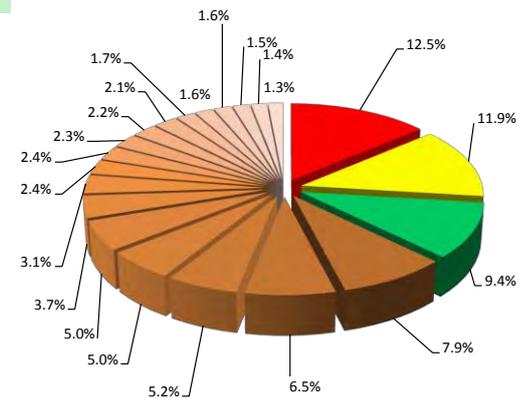
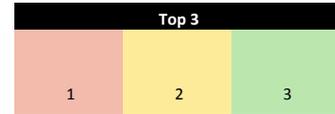
Avg No of days taken end to end by Noise request type



Notes: A small reduction in end to end times across the board around an Hour with the largest drop being domestic noise which has reduced by over 3 hours from the last quarter.

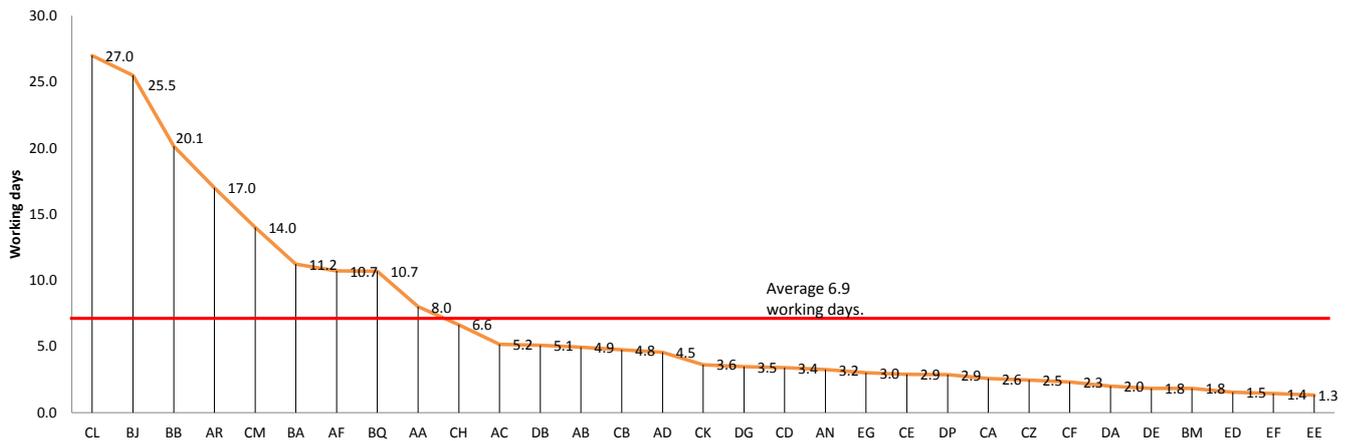
(Overall) Number of days taken End to End for Trading Standards

Trading Standards	Avg no of days to First allocation date & first response	Avg No of days to allocation	Avg End to end time in days	% Split of time taken by area
CL	0.4	0.3	27.0	12.5%
BJ	0.5	0.3	25.5	11.9%
BB	1.3	1.0	20.1	9.4%
AR	1.0	0.6	17.0	7.9%
CM	2.0	1.0	14.0	6.5%
BA	1.7	0.8	11.2	5.2%
AF	0.9	0.8	10.7	5.0%
BQ	1.3	2.0	10.7	5.0%
AA	0.3	0.2	8.0	3.7%
CH	2.8	0.8	6.6	3.1%
AC	0.7	1.2	5.2	2.4%
DB	1.6	0.8	5.1	2.4%
AB	2.5	1.3	4.9	2.3%
CB	1.3	0.3	4.8	2.2%
AD	1.7	0.9	4.5	2.1%
CK	1.0	0.5	3.6	1.7%
DG	2.2	0.9	3.5	1.6%
CD	4.3	0.9	3.4	1.6%
AN	1.5	0.5	3.2	1.5%
EG	2.1	0.9	3.0	1.4%
CE	2.0	0.8	2.9	1.3%
DP	1.0	2.3	2.9	1.3%
CA	2.2	0.7	2.6	1.2%
CZ	2.5	0.8	2.5	1.1%
CF	2.3	2.6	2.3	1.1%
DA	2.7	0.8	2.0	0.9%
DE	1.3	0.7	1.8	0.9%
BM	1.9	0.9	1.8	0.9%
ED	0.9	0.7	1.5	0.7%
EF	1.9	1.3	1.4	0.7%
EE	3.7	1.4	1.3	0.6%



(CL) Nursery Goods and Services, (BJ) DIY Materials, (BB) Domestic Fuel have taken the longest to resolve, although very few in actual number.

Avg No of days taken end to end by Area



Top 10	YTD	Type	%
1	894	EE	18.4%
2	797	AB	16.4%
3	512	AD	10.6%
4	321	BM	6.6%
5	307	DE	6.3%
6	251	DY	5.2%
7	245	CZ	5.1%
8	236	BA	4.9%
9	227	AM	4.7%
10	224	GA	4.6%

