

JOINT COMMITTEE

27th November 2014

Activity & Performance Data Quarters 1 and 2 2014/15

Recommendation

1. That members note the report
2. That members use relevant forums within their authorities to share this information with all elected members

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 continues to tackle issues broadly across the county.

Activity Data

The activity report attached as Appendix B comes in a new extended format providing members with wide ranging information across a number of parameters. It will build into the full end of year activity report. It contains all of the cross-county comparators that members will be used to and also a new section for each district covering each one's particular activities in more detail.

Each of the Team Managers has provided a commentary on their areas of work to give members a flavour for what is happening and explaining some of the wider activity.

For the Technical Pollution team, in Air Quality the focus has been on the forming of a Steering Group to take forward the County-wide strategy, on revoking one AQMA whilst preparing to declare several others and, in Contaminated Land, the focus has been on the resolution of a long-standing soil contamination issue in Redditch, plus assisting Bromsgrove Planning with complex landfill fill gas issues. In their work on Environmental Permitting, the team have visited the premises

scheduled for inspection and assessed their processes against their permits based on risk. Data has been passed to partner finance teams so that invoices can be raised for the annual charges for these permits. The team has also been working with a number of businesses to either change or develop their permit applications, and also to improve compliance. One business in particular is of interest as its process provides an innovative method of disposing of worn out motor-vehicle tyres. This is at the cutting edge of technology and needs careful handling by the team to support the business but protect the public from the potential impacts of the tyre pyrolysis process.

For the Community Environmental Health team, the number of food interventions is down slightly in Quarter 2 but this will be made up in the remainder of the year. Food competent officers dealing with nuisance will be picking up the slack as the numbers of nuisance complaints fall off into the Winter period. The figures for nuisance complaints during the summer look lower than last year but further investigation suggests that this is a recording issue from our change over to Uniform last year which resulted in a number of Q1 service requests being recorded in Quarter 2.

For the Trading Standards and Animal Health team there has been an increase in the number of consumer complaints referred onto the service by the Citizens Advice Consumer Service compared with the same period last year. The team is now focusing its resources only on the most serious of complaints, with everything else being reviewed as part of a tasking process where persistent issues and problem traders are allocated to officers to tackle. The team have also had a number of great successes in Court, two of which are highlighted at the end of this report.

For Licensing, the report is still in development. Whilst overall data is included, the team have only recently launched a new coding structure that will allow more detailed reporting of the nature of service requests and activities undertaken. This should be contained within the report for Quarter 3, which will come to the February Joint Committee.

Performance Indicators

As we hit the half way mark in the year, we can also provide members with the first update this year on a number of the key performance indicators from the service's plan. Obviously they are at the half way point and some, like the compliance figures, will be subject to change as they are designed to be annual indicators. The table at Appendix A outlines the performance information so far. These are County-wide figures. A number of these will be provided on a district by district basis at the end of the year.

Around 75% of members of the public who contact us and 95% of business customers remain satisfied with the service, on a par with previous annual figures. At 70%, the proportion of people who feel better equipped to deal with their issues in the future has fallen slightly



from the last annual figure (73%.)

Compliments continue to outstrip corporate complaints by 3 to 1. Employee sickness rates remain very low compared with the national averages. Compliance around taxi licensing remains good and, whilst the overall estimates for compliant food businesses (food hygiene) is currently slightly below last year's 95% figure, we do not believe this shows a significant fall in performance. This last indicator is designed to be an annual one anyway, so there is time for this figure to come back on track.

Finally the noise measure per 1000 head of population is also quoted for the first time (we did give members an insight into how this would look as part of the annual report last year.) Again this works best as an annual measure but it is included for completeness. Noise nuisance is a very seasonal issue, with a spike in activity during the Summer months, which is already accounted for in the quoted figure. We would not expect a linear increase from now till the end of March. Last year's end of year estimate is quoted for comparison.

Finally, we had hoped to have completed work on the new measure requested by members around the problems created by premises licensed under the Licensing Act 2003 for various activities including the sale of alcohol. Unfortunately, the integral design of our new database system has made this task more difficult than was anticipated. The work continues and we will have the data extractable for year end, which will establish a performance baseline for us to work from going forward.

Cases coming to fruition in the second quarter include:

Prison sentence issued for Redditch man

A Redditch car trader who clocked cars and set up businesses using false details was jailed on 10 July at Worcester Crown Court. The case was brought by Worcestershire Regulatory Services Trading Standards Team after consumers reported they had been duped into purchasing vehicles with significantly lowered mileages.

The court heard that the adjusted mileage for four vehicles totalled 222,444 miles.

Andrew Whitehead, 34, of Mount Pleasant, Redditch ran Purple Cars Ltd and Apex Car Finance Ltd from premises in Solihull and Stockwood Business Park, Redditch. He pleaded guilty at an earlier hearing to offences under the Consumer Protection from Unfair Trading Regulations 2008, the Consumer Credit Act 1974 and the Fraud Act 2006. He was sentenced to 33 months in jail and disqualified as a company director for 6 years.

Judge HHJ Cartwright, when passing sentence, stated that Whitehead "had put his own wants above the needs of others" and went on to say he considered this to have been a planned confidence fraud involving innocent victims.

The Court also heard that Whitehead had only been released from prison in relation to other matters in February 2012 and had committed his first offence in relation to the current case in May 2012.

Rubery Restaurant Fined For Food Fraud

A Rubery curry house was ordered to pay £3489 after admitting selling beef curries described as lamb. The fraud, carried out by Massala Bite Ltd, was uncovered during a routine sampling exercise by Worcestershire Regulatory Services Trading Standards Team. Redditch Magistrates Court heard, on Thursday 4 September, that the restaurant had been selling beef curries described as lamb for some time.

Officers conducted the sampling exercises at restaurants across the County and as part of these, on two occasions purchased lamb madras from the Massala Bite Restaurant. These samples were submitted to Worcestershire's public analyst who tested the food and identified that it was beef and not lamb.

The company director Mr Bodrul Mohammed Islam said the company had limited finances and therefore had used the cheaper meat. The menus had not been amended for the same reason although staff had been told to advise customers of the use of beef instead of lamb. However no such advice was given to the Trading Standards Officers during their two visits.

The company was ordered to pay £3489 including fines, costs and a victim surcharge.

Financial Implications

None

Sustainability

None

Contact Points

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Background Papers

Appendix A: Performance Indicator data
Appendix B: Activity Data Report



Appendix A: Performance Indicator Data at 6-month point

	Measure	Reporting Frequency	Quarter 2 Performance	Background
1	% of service requests where resolution is achieved to customers satisfaction	Quarterly	76.6% (75.8% Q1, (77.3 for 2013/14)	Based on questionnaires send out to a significant number of members of the public who use the service.
2	% of service requests where resolution is achieved to business satisfaction	Quarterly	94.3% (97.6% Q1) (92.3% for 2013/14)	Based on questionnaires send out to a significant number of businesses inspected or otherwise contacted by the service.
3	% businesses broadly compliant at first assessment/ inspection	Annually	93.7% (95.3% for 2013/14)	Based on the proportion of businesses meeting the key purpose of producing safe food. The number of inspections for each district is included in the activity data report for each district.
4	% of food businesses scoring 0,1 or 2 at 1 st April each year	Annually	6.3% (4.7% for 2013/14)	Based on proportion of businesses scoring 1-2 star on a national Food Hygiene Rating Scheme assessment (2 stars and below is deemed to be at risk of not producing safe food.)
5	% of applicants for driver licenses accepted as fit and proper	6-monthly	99.4% (99.5% for 2013/14)	Only six driver applications have been rejected by the 6 licensing committees since 1 st April 2014
6	% of vehicles found to be fit for use whilst in service	6-monthly	95% (98.2% for 2013/14)	Percentage of vehicles stopped during enforcement exercises that are up to standard and safe for the purpose of acting either as a private hire vehicle or hackney carriage
7	% of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly	70.6% (69.2% Q1) (73.7% in 2013/14)	Based on questionnaires send out to a significant number of members of the public and businesses who have used the service.

8	Review of register of complaints and compliments	Quarterly	30 compliments (13 Q1, 57 in 13/14) 10 complaints (5 Q1, 24 in 13/14)	Main area of complaint is either timeliness of response or where we are unable to take action, usually where a problem does not meet the threshold for statutory nuisance
9	Staff sickness absence at public sector average or better	Quarterly	0.6 days/ employee so far this year (7.7 days/ FTE in 13/14)	Sickness recorded using host processes. Public sector average was 8.75. We will ask BDC HR to check that this is still current at the end of the Financial Year.
10	% of staff who enjoy working for WRS	Annually	NA (82% in 13/14)	Taken from the staff survey.
11	% of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	Measure still in development	The integral design of our Uniform database has made this indicator more difficult to extract than anticipated. We will have a figure for the year-end
12	Rate of noise complaint per 1000 head of population	6-monthly	2.6 per 1000 head of population so far this year (estimated 3.16 in 13/14)	It should be noted that our busiest quarter is included in this so the rate will not increase uniformly for the rest of the year. Hence we can only give a figure so far as doubling would over-estimate the outcome.

Appendix B: Activity Report
Attached as separate document

