

Worcestershire
Regulatory Services

Supporting and protecting you

Activity Report 2014/15

Produced by WRS Intelligence | wrsintel@worcsregservices.gov.uk

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Quarter one - District level

Bromsgrove	20-22
Malvern Hills	23-25
Redditch	26-28
Worcester City	29-31
Wychavon	32-34
Wyre Forest	35-37

Quarter two - District level

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Malvern Hills	41-43
Redditch	44-46
Worcester City	47-49
Wychavon	50-52
Wyre Forest	53-55

Quarter three - District level

Bromsgrove	56-58
Malvern Hills	59-61
Redditch	62-64
Worcester City	65-67
Wychavon	68-70
Wyre Forest	71-73

Quarter four - District level

Bromsgrove	74-76
Malvern Hills	77-79
Redditch	80-82
Worcester City	83-85
Wychavon	86-88
Wyre Forest	89-92

Summary



Service Overview

Welcome to the new format activity report for data from WRS. We have tried to provide you with a mix of broad county-wide measures to show how demand is impacting upon the service and then provided you with quarter by quarter pictures of activity in each district.

The document is designed to build into the final end of year activity report, so that, by the time we report to you in 2015/16, you will have a clear picture of all of the areas of work being covered. At this point the data covers quarters 1 and 2. If you see a few figures in the Q3 district information pages, this is just our reports picking up the first few pieces of data when the Intelligence Team begins construction of this report after the quarter end date.

Each of the Team Managers has provided you with some key highlights from their area of responsibility. At each issue of the report they will look to inform you of some of the main things that their teams have covered in the preceding period. You will see these in the pages that follow, along with the county-wide data. Although it is not ready for this issue, we have now introduced better categorisation of licensing service requests so hopefully we will be able to paint a clearer picture for quarter 3. You will be able to see how this will look in the future as the first few complaints and enquiries for Q3 can be seen in the bar chart in this section.

If you have any observations or comments on the new style of report or you want more information about the data itself, please don't hesitate to contact one of us.

Simon Wilkes & Mark Kay

Simon Wilkes

Mark Kay



Environmental Health Overview - David Mellors (Community Environmental Health Team Manager)

Due to a significant amount of data cleansing and the adoption and development of the new ICT system we now have a much more accurate picture of demand and activity within the Environmental Health functions that fall to the Community EH team.

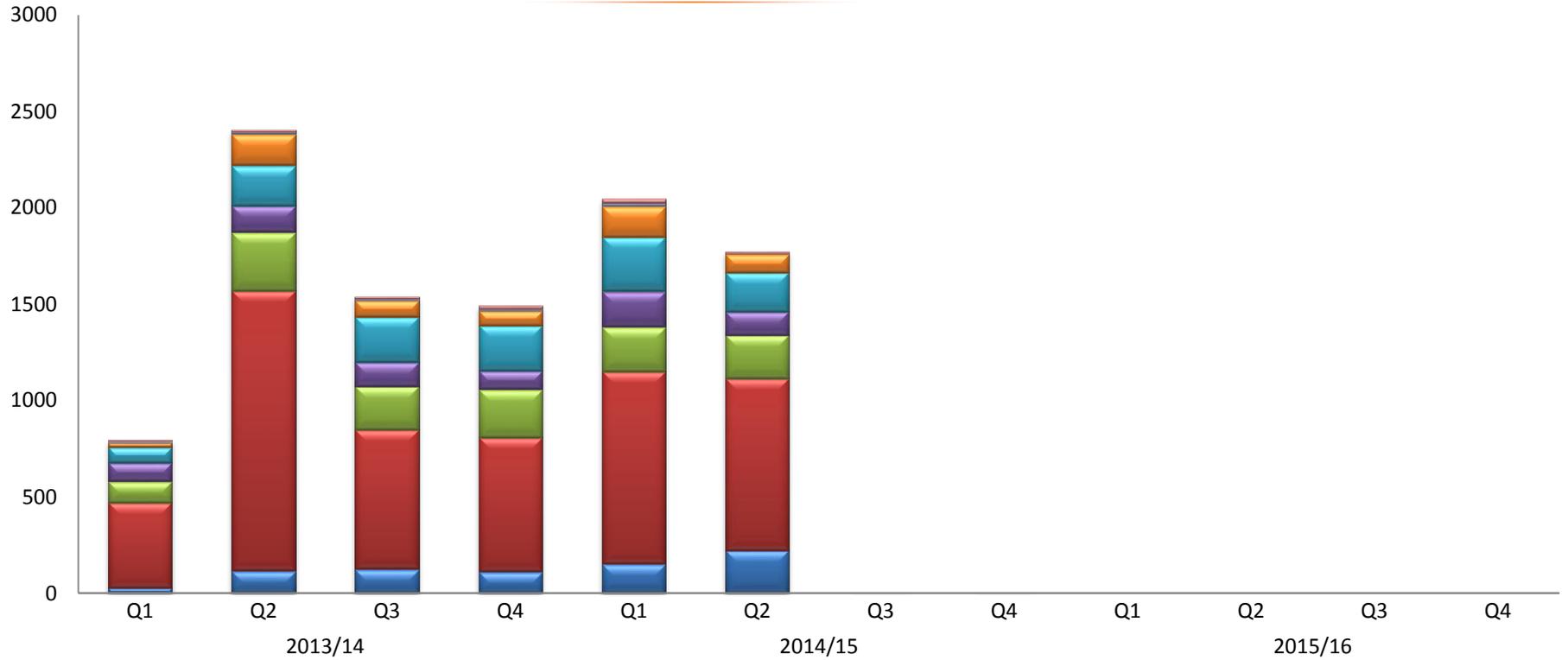
When looking at the graphs and tables that follow, we would ask members to focus on the period Q2 2013/14 onwards as there were issues with the data transferred into the new system before this. Food hygiene/ safety interventions are down in Q2 but this is principally the result of directing resources at data cleansing, enabling us to provide accurate activity reports and statutory returns to the Food Standards Agency. This has also facilitated the effective allocation and monitoring of pro-active work to officers in the field. The team has been conducting a regional audit on behalf of the Food Standards Agency and the income derived from this activity is being used to backfill such that our food safety intervention programme is met.

Service requests and in particular noise cases which appear to be down on Q2 last year have actually remained constant. The apparent deficit is actually a consequence of adopting a new ICT system in Q2 2013/14 which meant that a number of cases received in Q1 were captured and reported in Q2.

The majority of noise cases relate to domestic premises and the direction of travel towards the wider use of self-help will be monitored to establish the effectiveness of this approach.

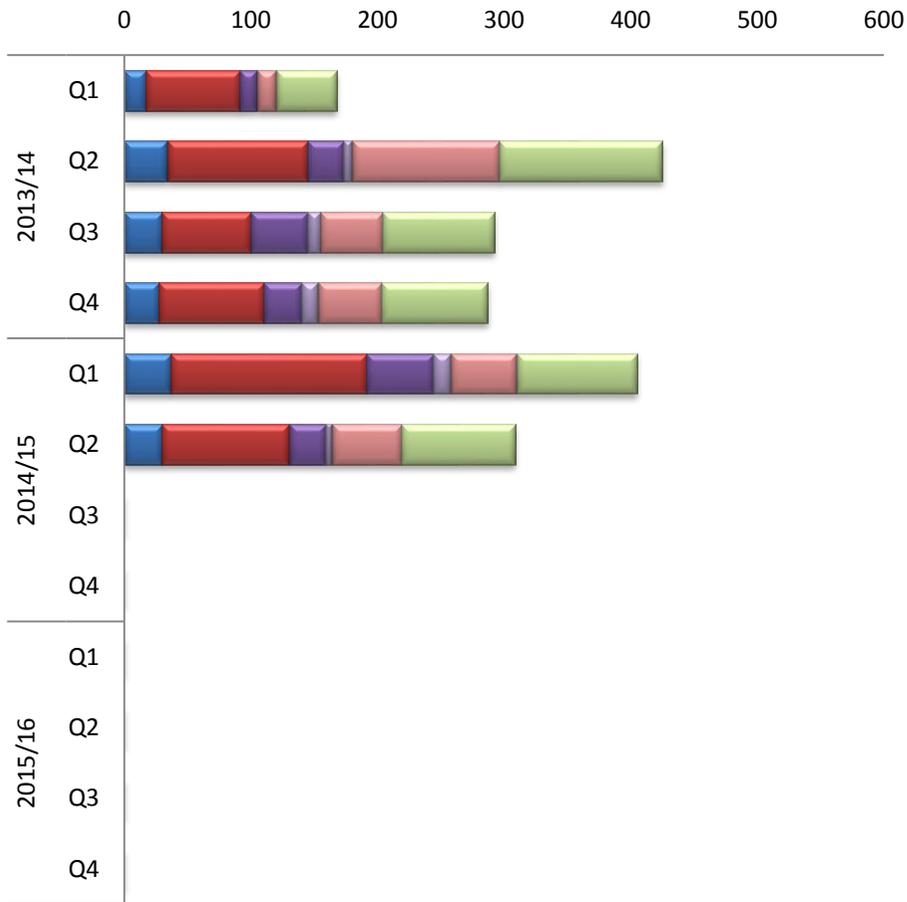
In the next report I shall provide an overview of the health and safety function of the service and of the formal investigations being undertaken by the team.

Service Requests

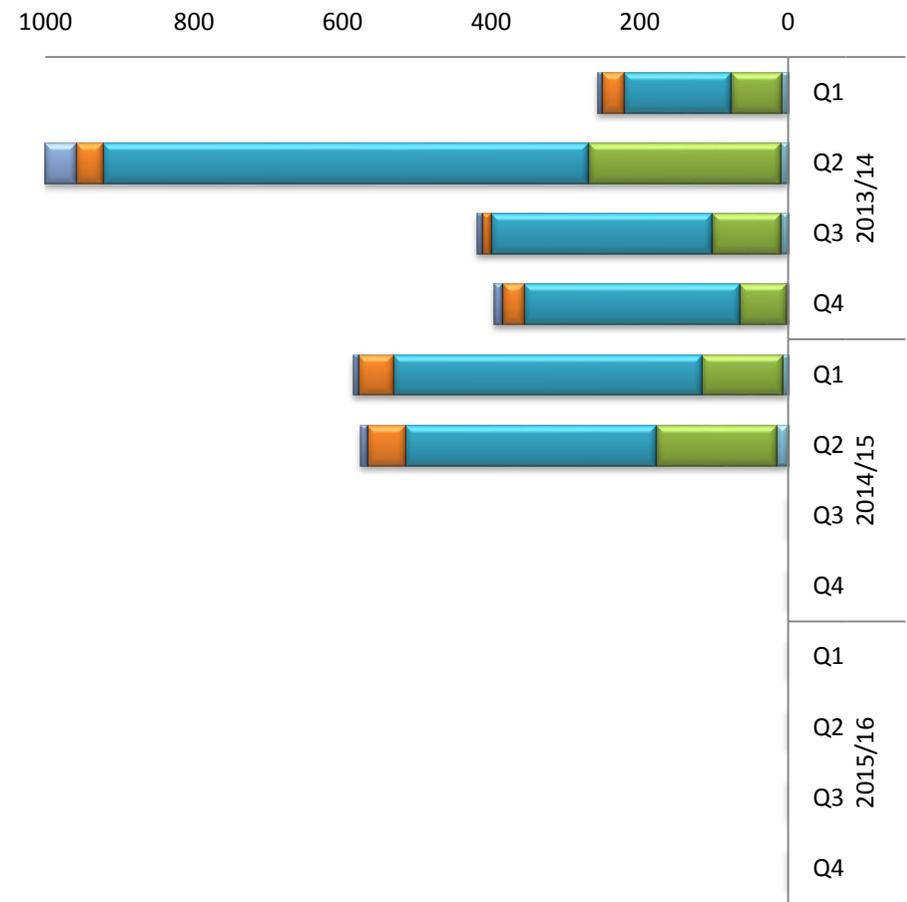


Water Supply	9	12	11	16	22	11	0	0				
Public Burial	5	11	9	8	16	1	0	0				
Pest Control	25	163	86	77	161	96	0	0				
Information Requests	81	208	236	236	281	204	0	0				
Health & Safety	95	138	125	95	186	123	0	0				
Food	113	305	224	251	231	224	0	0				
Environmental	439	1452	723	697	997	890	0	0				
Dog Control	29	117	126	111	153	224	0	0				

Nuisance Cases (excluding noise)



Noise Cases



■ Accumulations - Commercial
■ Drainage
■ Odour

■ Accumulations - Domestic
■ Light Nuisance
■ Smoke, Fumes and Gases

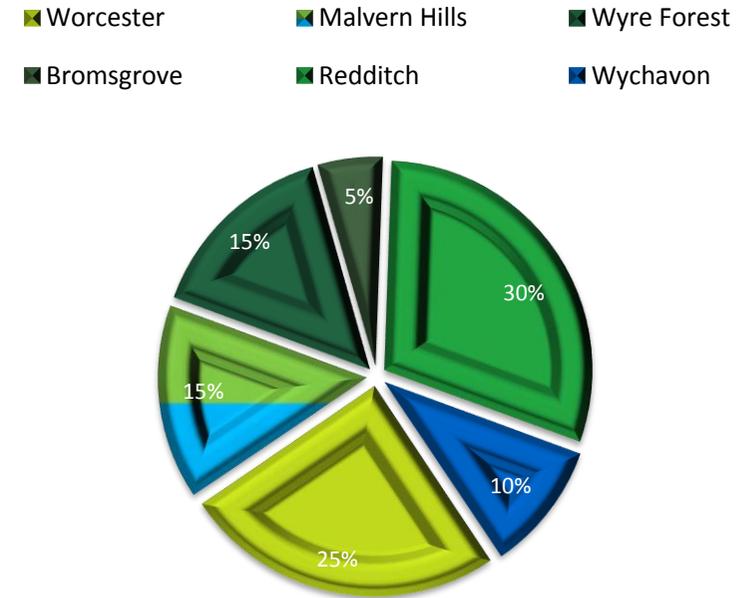
■ Noise - Alarm
■ Noise - Domestic
■ Noise - Street

■ Noise - Commercial Premises
■ Noise - Industrial or Agricultural

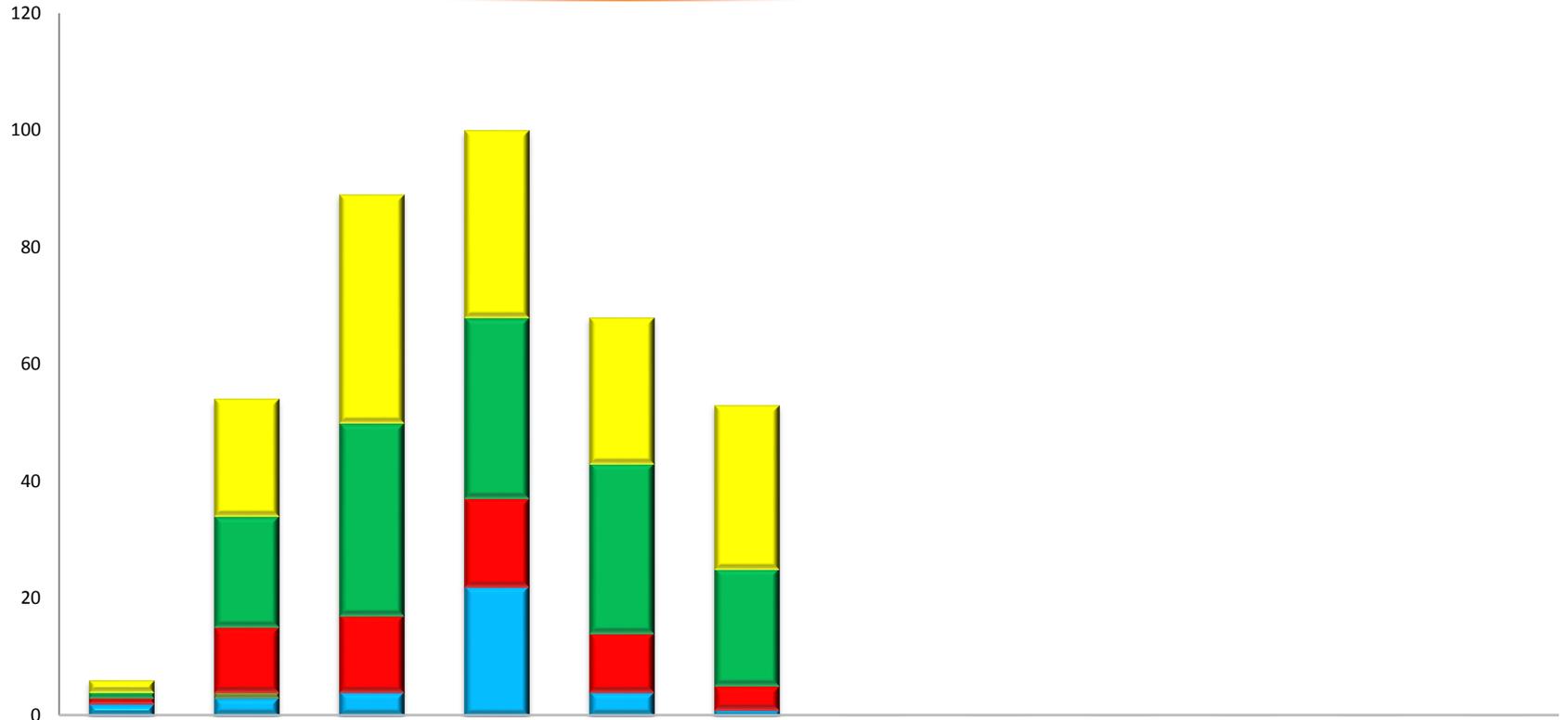
Noise Cases by Ward (top 20)

Ward	Population	Total	Rate (%)
Cathedral	10,372	43	0.41%
Winyates	8,409	31	0.37%
Church Hill	7,982	24	0.30%
St Johns	5,025	23	0.46%
Warndon	5,812	21	0.36%
Mitton	7,697	21	0.27%
Greenlands	8,984	20	0.22%
Abbey	6,063	20	0.33%
Upton and Hanley	4,265	20	0.47%
Bengeworth	5,589	18	0.32%
Rainbow Hill	5,865	18	0.31%
Greenhill	8,003	18	0.22%
Sutton Park	7,499	17	0.23%
Headless Cross and Oakenshaw	8,706	17	0.20%
Evesham North	5,079	16	0.32%
Nunnery	8,103	16	0.20%
Pickersleigh	6,382	16	0.25%
Gorse Hill	5,353	15	0.28%
Lodge Park	5,740	15	0.26%

% of top 20 noise cases by District

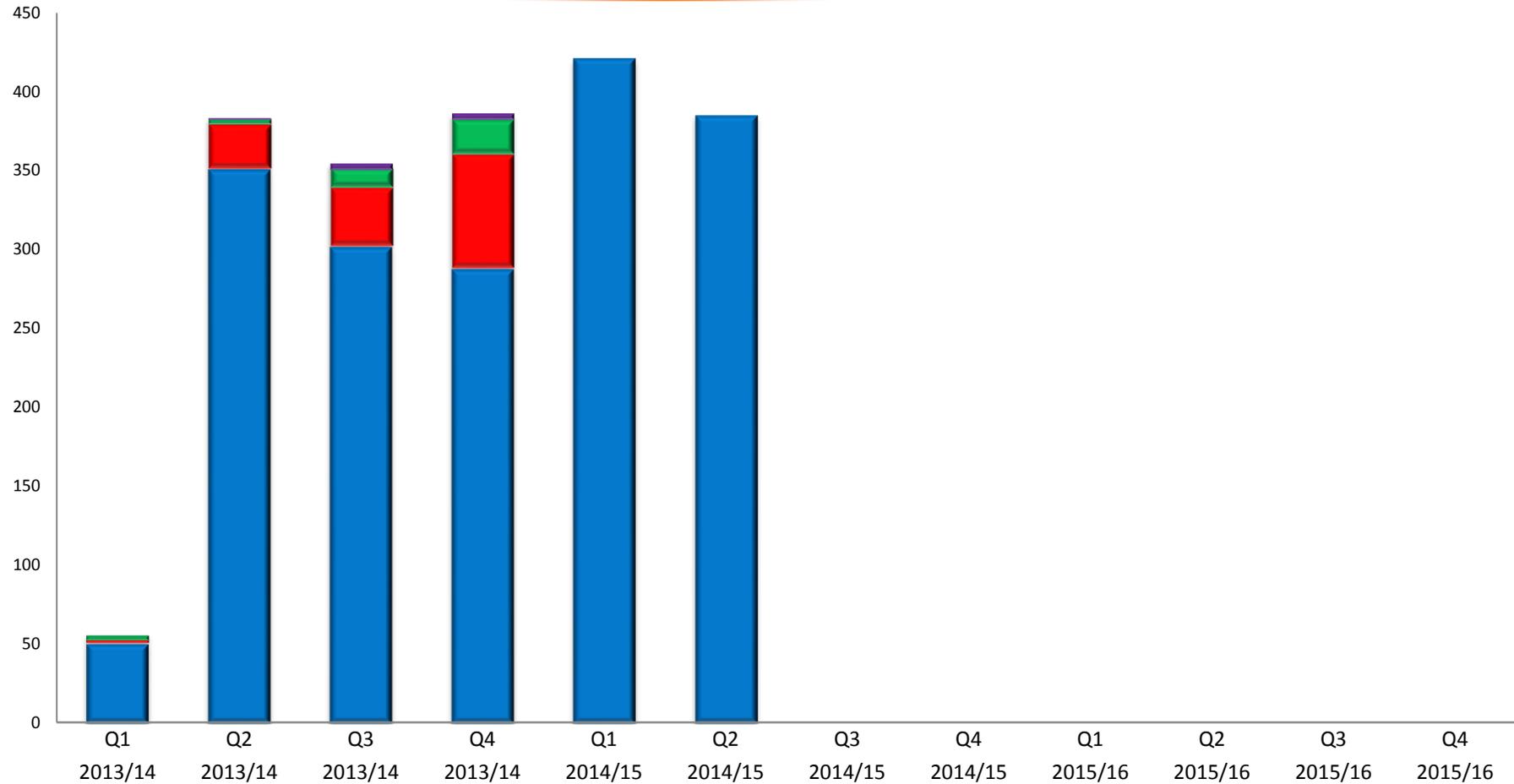


Accident Reports



	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
■ Injury to Member of the Public	2	20	39	32	25	28	0	0	0	0	0	0
■ Over 7 Day Injury	1	19	33	31	29	20	0	0	0	0	0	0
■ Major Incident	1	11	13	15	10	4	0	0	0	0	0	0
■ Fatality	0	1	0	0	0	0	0	0	0	0	0	0
■ Reportable Disease	0	0	0	0	0	0	0	0	0	0	0	0
■ Dangerous Occurance	2	3	4	22	4	1	0	0	0	0	0	0

Dog Control

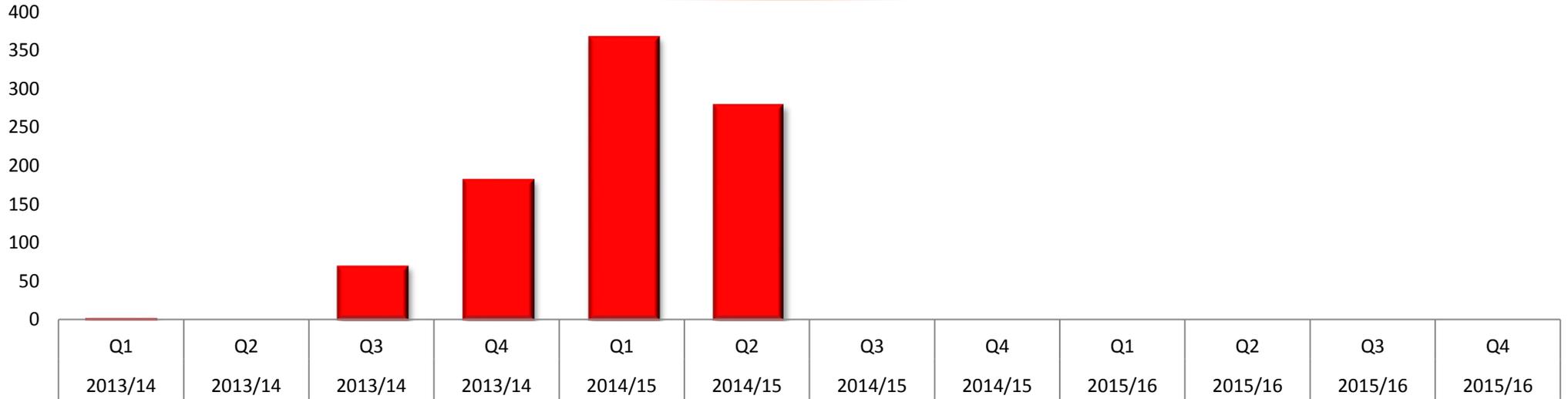


	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
Petlog Notification	0	1	4	4	0	0	0	0	0	0	0	0
Loose Straying Dog	3	3	12	22	0	0	0	0	0	0	0	0
Report of Lost Dog	2	28	37	72	0	0	0	0	0	0	0	0
Contained Stray Dog	51	351	302	288	421	385	0	0	0	0	0	0

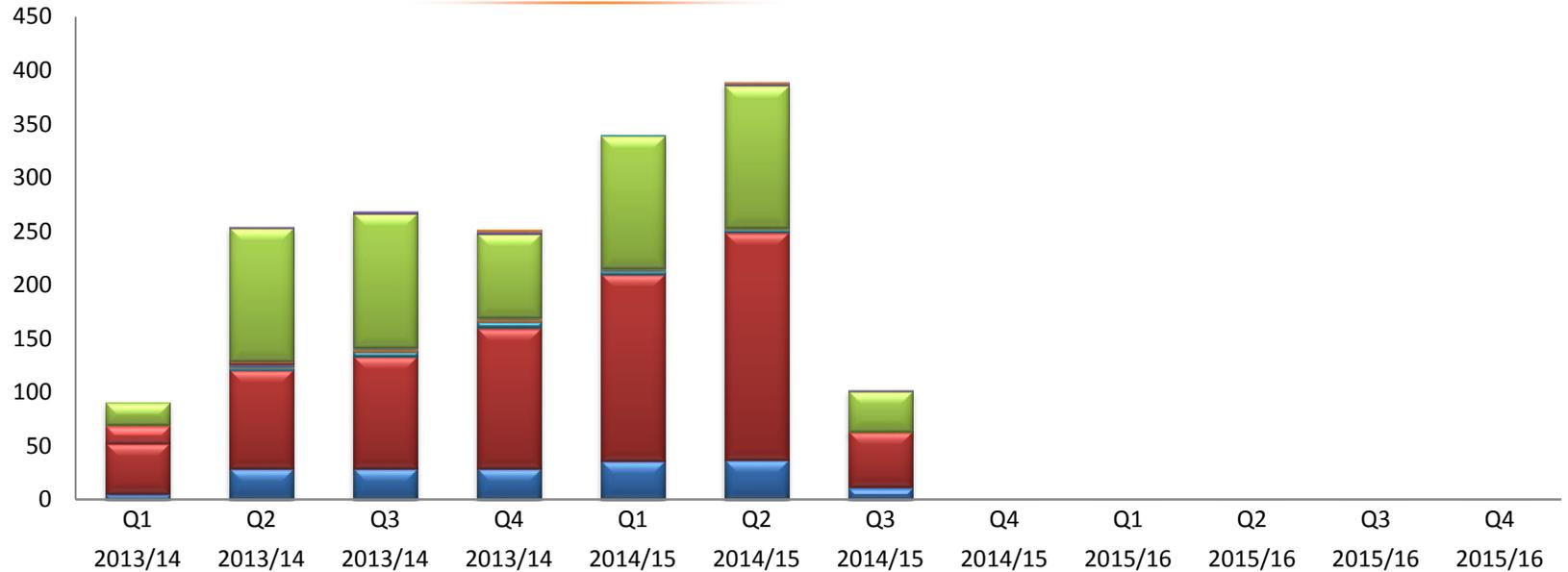
FHRS Inspections



Infectious Disease Notifications

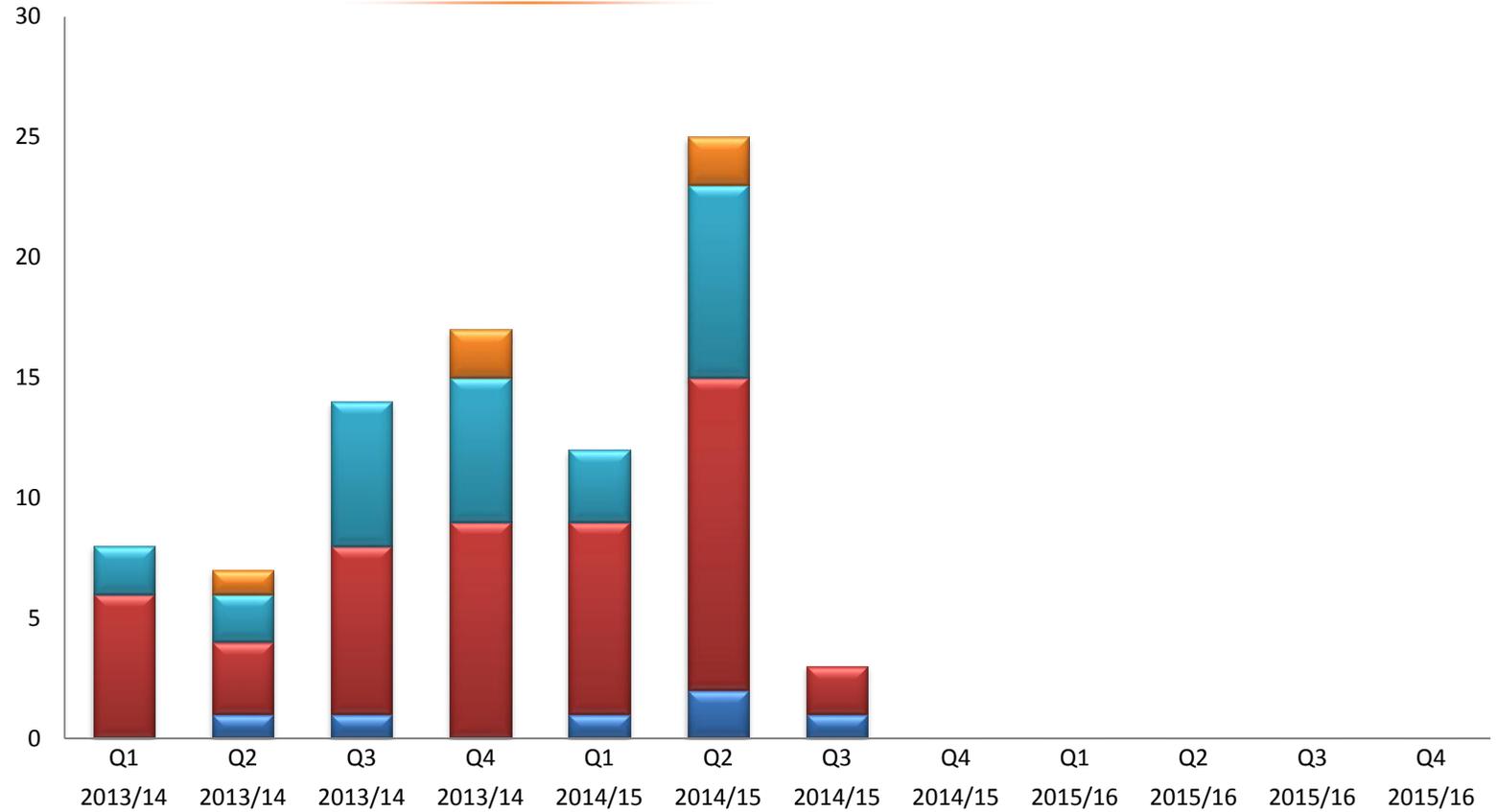


Planning Requests



	2013/14	2013/14	2013/14	2013/14	2014/15	2014/15	2014/15	2014/15	2015/16	2015/16	2015/16	2015/16
Consultation - Trading Standards	0	0	0	2	0	1	0	0	0	0	0	0
Consultation - Private Water Supplies	0	0	0	0	1	0	0	0	0	0	0	0
Consultation - PPC	0	1	2	2	0	2	1	0	0	0	0	0
Consultation - Nuisance / Noise	21	124	126	79	124	133	38	0	0	0	0	0
Consultation - Noise	17	3	0	0	0	0	0	0	0	0	0	0
Consultation - Licensing	0	2	1	1	1	0	0	0	0	0	0	0
Consultation - Health and Safety	0	1	2	2	1	1	0	0	0	0	0	0
Consultation - Food	0	2	5	6	3	3	0	0	0	0	0	0
Consultation - Dogs, Pests, Gulls	0	0	0	0	0	0	0	0	0	0	0	0
Consultation - Deaths/Burials	0	0	0	0	0	0	0	0	0	0	0	0
Consultation - Contaminated Land	47	92	104	131	174	212	52	0	0	0	0	0
Consultation - Air Quality	5	29	29	29	36	37	11	0	0	0	0	0

Planning Requests (continued)



Request to Discharge - Nuisance	0	1	0	2	0	2	0	0	0	0	0	0
Request to Discharge - Noise	2	2	6	6	3	8	0	0	0	0	0	0
Request to Discharge - Health and Safety	0	0	0	0	0	0	0	0	0	0	0	0
Request to Discharge - Food	0	0	0	0	0	0	0	0	0	0	0	0
Request to Discharge - Contaminated Land	6	3	7	9	8	13	2	0	0	0	0	0
Request to Discharge - Air Quality	0	1	1	0	1	2	1	0	0	0	0	0



Air Quality Overview - Mark Cox (Team Manager – Technical Pollution)

Following publication of the countywide Air Quality Action Plan the first quarter of 2014/15 focused on identification of the priority actions to be progressed. This quarter, the Team have formed a Steering Group to progress the priority actions identified. An inaugural meeting was held for those who came forward early on including District and County Councillors, representatives of County Highways, Local Action Groups, Freight Transport Association and Local Authority Officers. Following feedback on the priority actions and the first meeting, members of the Steering Group have been divided into sub-groups to focus on AQMA actions or actions that apply to a common group of AQMAs. Once County Highways have completed summaries of their position for each Sub-Group, WRS will facilitate the progress of each one.

Local Air Quality continues to be monitored and as a result of WRS's Management work, the Newtown Road AQMA (Worcester City) was revoked in July 2014. This is believed to be as a result of the introduction of a bus lane. Much work has been undertaken to declare St. John's AQMA (Worcester City) and whilst this has yet to be done, it is imminent. Furthermore, our automatic monitoring work in Stourport High Street (Wyre Forest) has come to a close, with a Detailed Assessment now to take place to determine if it should be declared as an AQMA and the much work continues to move the continuous automatic monitor from Stourport to Foregate Street (Worcester City) so that sufficient information is available to undertake a Detailed Assessment.

Contaminated Land Overview - Mark Cox (Team Manager – Technical Pollution)

The soil survey work in the Smallwood, Lodge Park and Mayfields areas of Redditch has come to a close for most properties. Part funded by a Defra Grant, soil sampling and assessment of the results has concluded that the majority of the houses initially investigated are no longer considered potentially contaminated and have been advised of this. A small number of houses have elevated levels of lead or nickel in their soil. The options available to the Council and residents concerned are still being considered with additional sampling potentially an option to provide greater clarity and confidence in the results.

Landfill gas monitoring results from a number of landfill sites in Bromsgrove District continue to be reviewed by WRS. At Dale End the Highways Agency have commissioned remedial measures to prevent groundwater contamination and landfill gas migration. The result of this work is being reviewed. At Marlbrook tip we continue to work on behalf of the Local Planning Authority to review monitoring data but additionally have been trying to work with the applicant to ensure any monitoring results are relevant and appropriate for this highly sensitive site. A breakthrough came last month when the Agent and Landowner agreed to comparison monitoring to be undertaken, to be arranged by WRS on behalf of Bromsgrove such that clarity on the gas regime and therefore risk from the site can be determined.

Environmental Permitting Overview - Richard Williams (Senior Practitioner)

April-June, visits to all inspected processes written up and risk assessed, next inspection date determined. Annual subsistence charges updated, collated and passed onto the district finance teams for them to raise invoices and collect the monies.

Defra annual PPC survey completed for each district and submitted to Defra.

EPRTTR (Pollutant Transfer Register) notices served on all A2 processes, submitted data checked and submitted to Defra.

Throughout the year inspections continue to be carried out along with administration of new applications / variations / transfers and surrenders of permits.

Current major issues:

1. Wood Treatment Processes to become A2 processes, two applications due before the end of the year. There is not currently any published guidance so we have been involved with the Local Authority working group.
2. Mayfield farm Rendering Process, currently dealing with a Permit Transfer Application.
3. MPB Garden Buildings, MPB to convert process to water based 'decorative' coating material, they currently use a high VOC based coating.
4. Application for an A2 Tyre Pyrolysis Process due any day.
5. Application for an A2 waste incinerator expected within the next two months.
6. Working with Wienerburger (Brick Manufacturer) on Hydrogen Fluoride emissions

We have advised these companies on the current Defra guidance (where it exists).

(Steve Williams on behalf of Richard Williams)

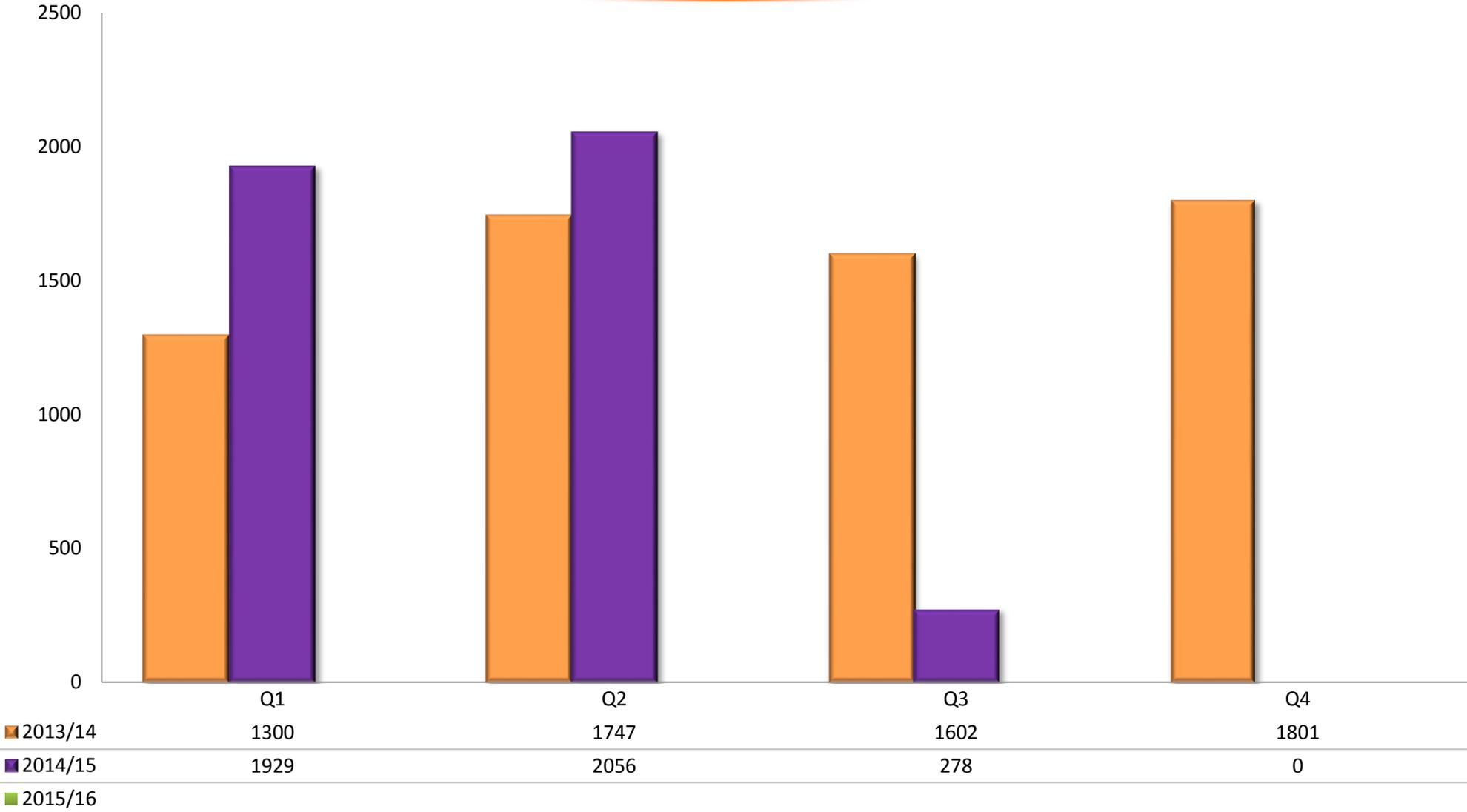
Trading Standards Overview - Christopher Phillips (Trading Standards & Animal Health Manager)

The data shows that incoming demand from complaints via the Citizens Advice Consumer Service has increased over the first two quarters as compared with the same period for 2013/14. This is at a time when the Trading Standards & Animal Health team has seen a reduction in staffing capacity to deal with this demand, necessitating a change of approach. Now only the more serious complaints receive a direct response. Other complaints will be collated and action tasked to an officer to look into an individual business responsible for generating a significant level of complaints or activity directed at a specific area of trade. This approach is still being developed and to date 14 matters have been tasked to officers to look into them further.

A significant proportion of the team's activity has been committed to the investigation of offences and below is a summary of cases that have been before the courts during the first two quarters of 2014/15. There are currently around another dozen case investigations either in the court system or in the final stages of investigation. The Trading Standards & Animal Health team is also undertaking food and feed sampling activities and inspection of high-risk premises. This includes maintaining a presence at most of the livestock markets that take place in the county to ensure animal disease control measures are implemented.

Defendant	Date		Total Offences
Browndoor Chinese	3/7/14	Redfish substituted for monkfish at restaurant	1
Andrew Whitehead/Purple Cars	10/7/14	Fraudulent sale of second hand cars and running a fraudulent business	22
Massala Bites Limited	4/9/14	Sold lamb curry that was made from beef	1
Yasmin Stores	9/10/14	Cigarettes counterfeit, non-duty paid and with no safety warnings	8
Greenstore	9/10/14	Cigarettes counterfeit, non-duty paid and with no safety warnings	10
James Handley	25/10/14	Counterfeit DVDs	5
Dean Cond	25/10/14	Counterfeit DVDs	22
Total AH			
Total TS			69
Total Prosecutions			69

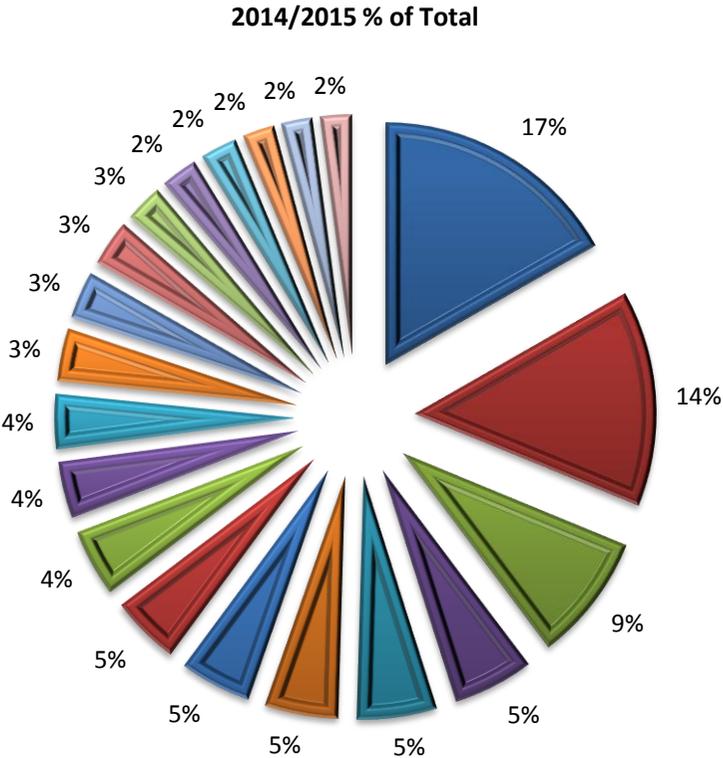
Consumer Complaints



Consumer Complaints (continued)

Top 20 Consumer Complaint Categories 2014/15 Total

Category	Total
Second Hand Cars	532
Home Maintenance and Improvements	457
Furniture	270
Telecommunications	171
Clothing and clothing fabric	170
Food and Drink	155
Other Personal Goods and Services	152
Professional Services	146
Personal Computers, accessories, software and services	142
Gardening products and services	119
Car repairs and servicing	114
Large Domestic Appliances	110
Industrial/commercial goods and services	100
Toiletries, perfumes, beauty treatments and hairdressing	97
Small Domestic Appliances	80
Petrol and Oil	78
Glazing Products and Installations	78
Entertainment, catering and accommodation	68
Insurance	66
Audio-visual	66



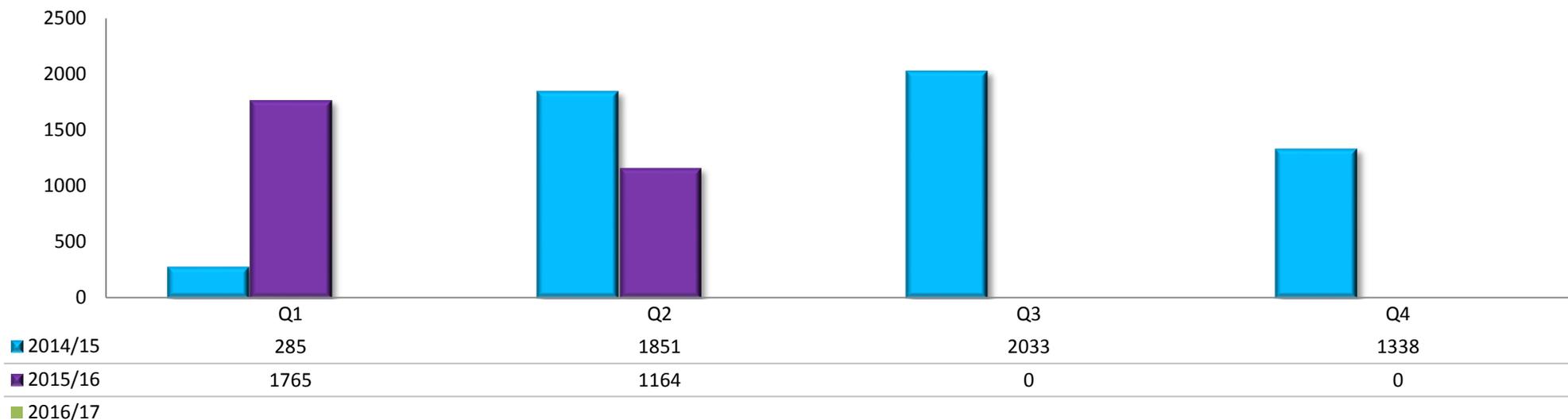
Licensing Overview - Sue Garrett (Licensing Manager)

The Licensing Office continues to undertake its duties in relation to all licensing matters on behalf of the District Council's within Worcestershire. As well as dealing with all general licensing enquiries received by WRS Duty Officers, details of which are highlighted in this Activity report there are a number of other actives which will be reported on in more detail, moving forward.

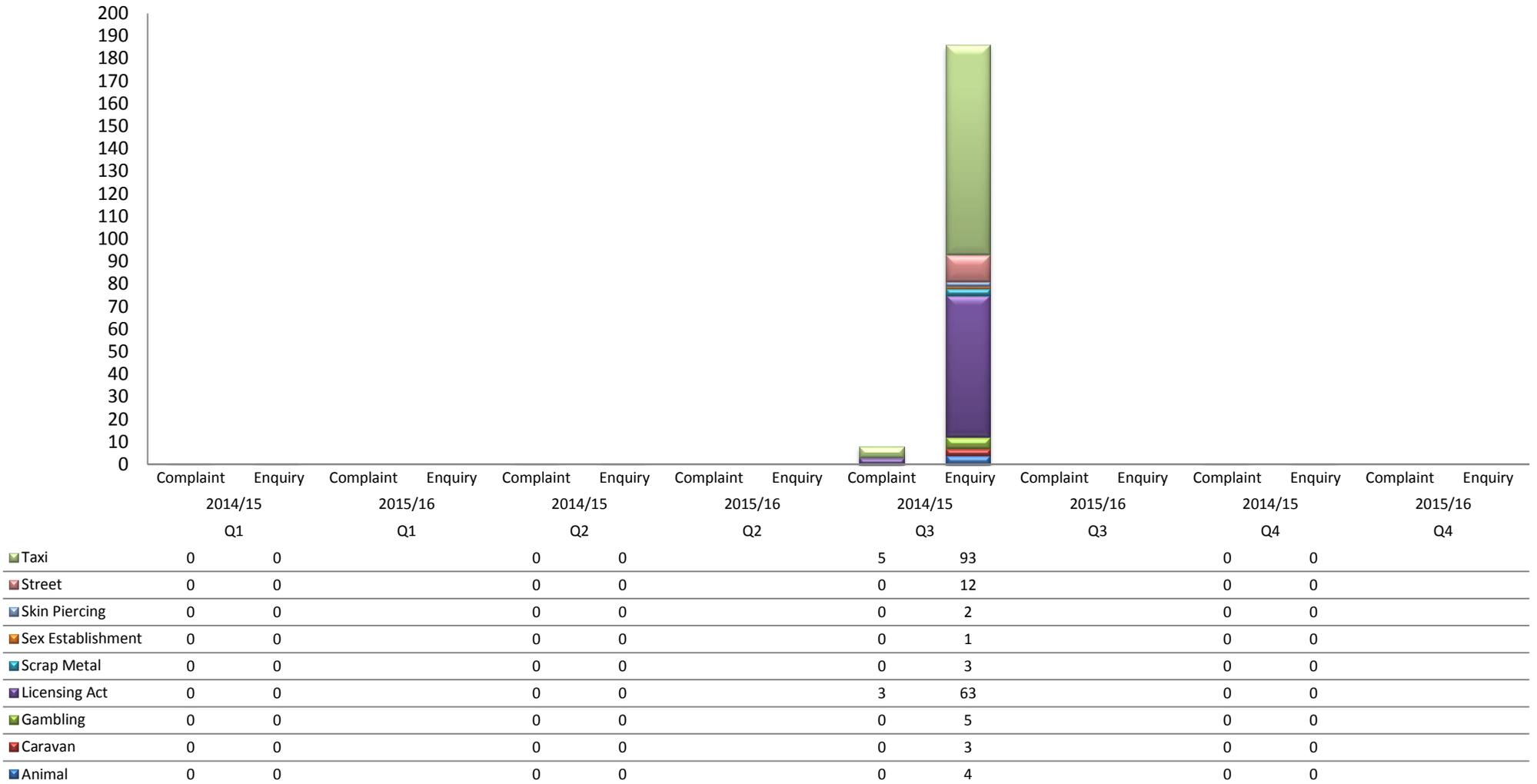
Licensing Surgeries – Officers continue to attend licensing surgery's which are held in each district on a twice weekly basis. Surgery's are a popular route for applicants to be able visit and see a Licensing Officer for general advice and assistance on all licensing matters.

Licensing Duty Officers – With the ongoing review of licensing working practices the introduction of a dedicated Licensing Duty Officer to deal with all incoming telephone enquiries is proving very useful in reducing the amount of services requests being passed to individual officers, this had lead to improved response rates and outcomes for customers.

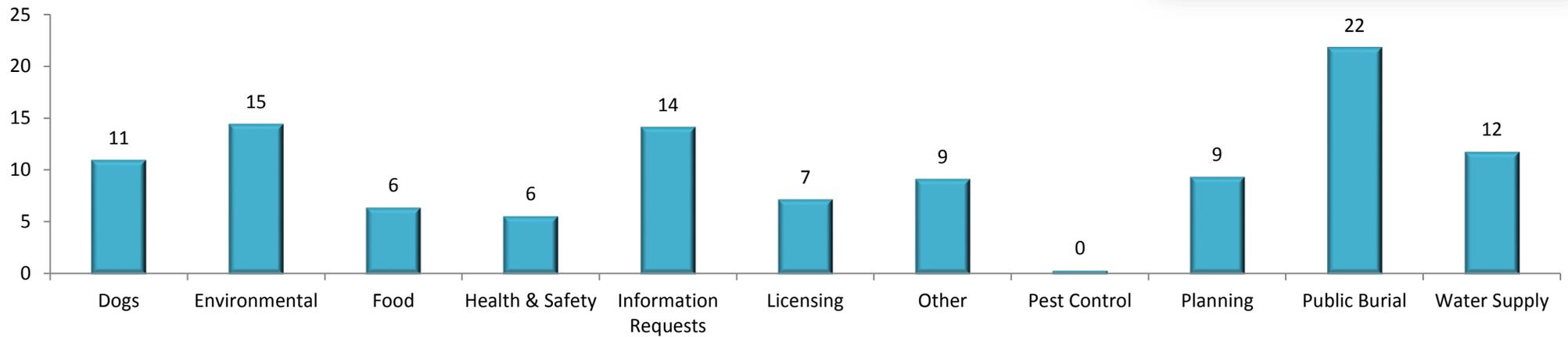
Licensing enforcement – Officers have undertaken a number of visits and enforcement duties relating to taxi, alcohol licensed premises and animal licensed premises throughout the county. (Niall McMEnamin on behalf of Sue Garrett).



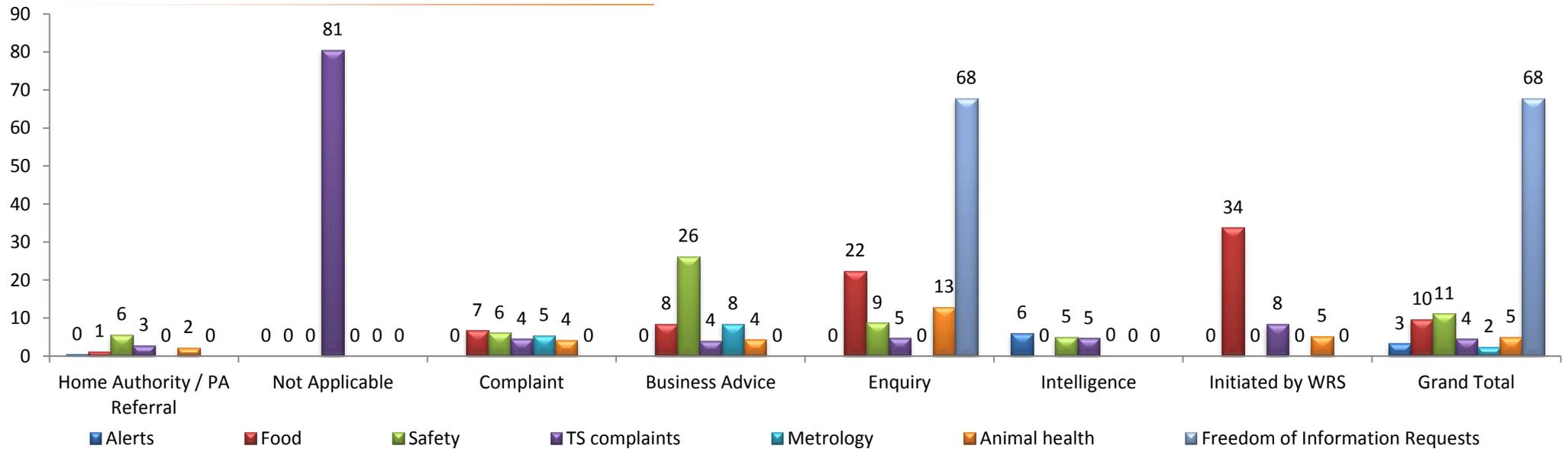
Consumer Complaints/Enquiries



Environmental Health Average end-2-end time in days



Trading Standards average end-2-end times by category and Type



Quarter One

environmental health



Bromsgrove
District Council

www.bromsgrove.gov.uk

Request Category	Total	% Split
Dog Control	10	4.0%
Environmental	113	45.7%
Food	30	12.1%
Health & Safety	9	3.6%
Information Requests	69	27.9%
Pest Control	14	5.7%
Public Burial	1	0.4%
Water Supply	1	0.4%

The table (left) shows the number of complaints and enquiries received during Q1 where the subject was located within the district of Bromsgrove. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	4	2.9%
Accumulations - Domestic	18	13.2%
Drainage	8	5.9%
Light Nuisance	1	0.7%
Noise - Alarm	3	2.2%
Noise - Commercial Premises	15	11.0%
Noise - Domestic	58	42.6%
Noise - Industrial or Agricultural	7	5.1%
Noise - Street	1	0.7%
Odour	6	4.4%
Smoke, Fumes and Gases	15	11.0%

Ward	Population	Total	% Rate
Sidemoor	5,171	12	0.23%
St Johns	5,025	11	0.22%
Slideslow	5,434	8	0.15%
Tardebigge	3,284	6	0.18%
Charford	6,639	6	0.09%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	0	0.0%
Over 7 Day Injury	5	62.5%
Injury to Member of the Public	3	37.5%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	44	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 38
 Infectious Disease Notifications 57

The following tables look at the number of accident reports, dog control cases and planning requests received during Q1. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	9	19.1%
Consultation - Contaminated Land	25	53.2%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	1	2.1%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	12	25.5%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	0	0.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	0	0.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	113	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

To be added...

Quarter One

environmental health

Request Category	Total	% Split
Dog Control	4	2.4%
Environmental	78	46.7%
Food	18	10.8%
Health & Safety	15	9.0%
Information Requests	36	21.6%
Pest Control	0	0.0%
Public Burial	3	1.8%
Water Supply	13	7.8%

The table (left) shows the number of complaints and enquiries received during Q1 where the subject was located within the district of Malvern Hills. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	3	2.7%
Accumulations - Domestic	14	12.6%
Drainage	13	11.7%
Light Nuisance	2	1.8%
Noise - Alarm	0	0.0%
Noise - Commercial Premises	6	5.4%
Noise - Domestic	41	36.9%
Noise - Industrial or Agricultural	3	2.7%
Noise - Street	0	0.0%
Odour	9	8.1%
Smoke, Fumes and Gases	20	18.0%

Ward	Population	Total	% Rate
Link	6,213	8	0.13%
Upton and Hanley	4,265	6	0.14%
Chase	6,218	6	0.10%
Priory	4,069	5	0.12%
Dyson Perrins	4,207	5	0.12%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	2	50.0%
Over 7 Day Injury	1	25.0%
Injury to Member of the Public	1	25.0%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	32	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 61
 Infectious Disease Notifications 51

The following tables look at the number of accident reports, dog control cases and planning requests received during Q1. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	5	10.2%
Consultation - Contaminated Land	28	57.1%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	15	30.6%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	1	2.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	0	0.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	0	0.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	160	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

Quarter One

environmental health



Request Category	Total	% Split
Dog Control	12	5.4%
Environmental	121	54.0%
Food	17	7.6%
Health & Safety	15	6.7%
Information Requests	37	16.5%
Pest Control	20	8.9%
Public Burial	2	0.9%
Water Supply	0	0.0%

The table (left) shows the number of complaints and enquiries received during Q1 where the subject was located within the district of Redditch. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	4	3.0%
Accumulations - Domestic	17	12.6%
Drainage	4	3.0%
Light Nuisance	0	0.0%
Noise - Alarm	1	0.7%
Noise - Commercial Premises	13	9.6%
Noise - Domestic	80	59.3%
Noise - Industrial or Agricultural	2	1.5%
Noise - Street	0	0.0%
Odour	4	3.0%
Smoke, Fumes and Gases	10	7.4%

Ward	Population	Total	% Rate
Winyates	8,409	19	0.23%
Greenlands	8,984	11	0.12%
Church Hill	7,982	11	0.14%
Abbey	6,063	11	0.18%
Lodge Park	5,740	10	0.17%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	1	7.7%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	2	15.4%
Over 7 Day Injury	6	46.2%
Injury to Member of the Public	4	30.8%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	49	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 35
 Infectious Disease Notifications 60

The following tables look at the number of accident reports, dog control cases and planning requests received during Q1. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	0	0.0%
Consultation - Contaminated Land	25	65.8%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	2	5.3%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	11	28.9%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	0	0.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	0	0.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	46	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

Quarter One

environmental health



Request Category	Total	% Split
Dog Control	11	4.4%
Environmental	155	61.8%
Food	31	12.4%
Health & Safety	22	8.8%
Information Requests	29	11.6%
Pest Control	1	0.4%
Public Burial	2	0.8%
Water Supply	0	0.0%

The table (left) shows the number of complaints and enquiries received during Q1 where the subject was located within the district of Worcester City. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	10	6.2%
Accumulations - Domestic	30	18.6%
Drainage	1	0.6%
Light Nuisance	1	0.6%
Noise - Alarm	2	1.2%
Noise - Commercial Premises	22	13.7%
Noise - Domestic	79	49.1%
Noise - Industrial or Agricultural	4	2.5%
Noise - Street	2	1.2%
Odour	4	2.5%
Smoke, Fumes and Gases	6	3.7%

Ward	Population	Total	% Rate
Cathedral	10,372	23	0.22%
Rainbow Hill	5,865	10	0.17%
Nunnery	8,103	10	0.12%
Warndon	5,812	9	0.15%
Gorse Hill	5,353	9	0.17%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	2	66.7%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	0	0.0%
Over 7 Day Injury	0	0.0%
Injury to Member of the Public	1	33.3%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	48	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 26
 Infectious Disease Notifications 55

The following tables look at the number of accident reports, dog control cases and planning requests received during Q1. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	7	15.9%
Consultation - Contaminated Land	6	13.6%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	1	2.3%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	30	68.2%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	0	0.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	0	0.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	176	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

Request Category	Total	% Split
Dog Control	31	11.4%
Environmental	126	46.2%
Food	41	15.0%
Health & Safety	25	9.2%
Information Requests	33	12.1%
Pest Control	12	4.4%
Public Burial	3	1.1%
Water Supply	2	0.7%

The table (left) shows the number of complaints and enquiries received during Q1 where the subject was located within the district of Wychavon. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	5	3.4%
Accumulations - Domestic	22	15.1%
Drainage	6	4.1%
Light Nuisance	3	2.1%
Noise - Alarm	0	0.0%
Noise - Commercial Premises	16	11.0%
Noise - Domestic	58	39.7%
Noise - Industrial or Agricultural	6	4.1%
Noise - Street	0	0.0%
Odour	15	10.3%
Smoke, Fumes and Gases	15	10.3%

Ward	Population	Total	% Rate
Bengeworth	5,589	13	0.23%
Pershore	7,101	8	0.11%
Evesham North	5,079	8	0.16%
Droitwich South West	4,944	5	0.10%
Pinvin	2,973	4	0.13%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	2	14.3%
Over 7 Day Injury	8	57.1%
Injury to Member of the Public	4	28.6%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	75	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 43
 Infectious Disease Notifications 81

The following tables look at the number of accident reports, dog control cases and planning requests received during Q1. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	7	15.9%
Consultation - Contaminated Land	6	13.6%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	1	2.3%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	30	68.2%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	0	0.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	0	0.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	251	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

Request Category	Total	% Split
Dog Control	9	3.7%
Environmental	89	36.3%
Food	32	13.1%
Health & Safety	15	6.1%
Information Requests	18	7.3%
Pest Control	82	33.5%
Public Burial	0	0.0%
Water Supply	0	0.0%

The table (left) shows the number of complaints and enquiries received during Q1 where the subject was located within the district of Wyre Forest. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	2	2.0%
Accumulations - Domestic	13	12.7%
Drainage	1	1.0%
Light Nuisance	3	2.9%
Noise - Alarm	0	0.0%
Noise - Commercial Premises	12	11.8%
Noise - Domestic	52	51.0%
Noise - Industrial or Agricultural	0	0.0%
Noise - Street	0	0.0%
Odour	6	5.9%
Smoke, Fumes and Gases	13	12.7%

Ward	Population	Total	% Rate
Greenhill	8,003	9	0.11%
Oldington and Foley Park	5,183	8	0.15%
Mitton	7,697	8	0.10%
Franche	6,823	5	0.07%
Broadwaters	7,936	5	0.06%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	1	16.7%
Over 7 Day Injury	2	33.3%
Injury to Member of the Public	3	50.0%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	62	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 35
 Infectious Disease Notifications 56

The following tables look at the number of accident reports, dog control cases and planning requests received during Q1. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	4	9.1%
Consultation - Contaminated Land	13	29.5%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	7	15.9%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	0	0.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	0	0.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	79	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

Quarter Two

environmental health



Bromsgrove
District Council

www.bromsgrove.gov.uk

Request Category	Total	% Split
Dog Control	6	2.6%
Environmental	131	57.5%
Food	26	11.4%
Health & Safety	9	3.9%
Information Requests	38	16.7%
Pest Control	18	7.9%
Public Burial	0	0.0%
Water Supply	0	0.0%

The table (left) shows the number of complaints and enquiries received during Q2 where the subject was located within the district of Bromsgrove. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	6	4.6%
Accumulations - Domestic	16	12.2%
Drainage	9	6.9%
Light Nuisance	0	0.0%
Noise - Alarm	1	0.8%
Noise - Commercial Premises	31	23.7%
Noise - Domestic	40	30.5%
Noise - Industrial or Agricultural	4	3.1%
Noise - Street	1	0.8%
Odour	12	9.2%
Smoke, Fumes and Gases	11	8.4%

Ward	Population	Total	% Rate
Sidemoor	5,171	12	0.23%
St Johns	5,025	11	0.22%
Slideslow	5,434	8	0.15%
Tardebigge	3,284	6	0.18%
Charford	6,639	6	0.09%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	1	9.1%
Over 7 Day Injury	3	27.3%
Injury to Member of the Public	7	63.6%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	29	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 27
 Infectious Disease Notifications 51

The following tables look at the number of accident reports, dog control cases and planning requests received during Q2. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	7	14.6%
Consultation - Contaminated Land	24	50.0%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	1	2.1%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	16	33.3%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	1	50.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	1	50.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	62	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

To be added...

Quarter Two

environmental health

Request Category	Total	% Split
Dog Control	6	3.3%
Environmental	106	58.2%
Food	17	9.3%
Health & Safety	15	8.2%
Information Requests	32	17.6%
Pest Control	0	0.0%
Public Burial	0	0.0%
Water Supply	6	3.3%

The table (left) shows the number of complaints and enquiries received during Q2 where the subject was located within the district of Malvern Hills. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	2	1.9%
Accumulations - Domestic	5	4.7%
Drainage	6	5.7%
Light Nuisance	1	0.9%
Noise - Alarm	3	2.8%
Noise - Commercial Premises	16	15.1%
Noise - Domestic	45	42.5%
Noise - Industrial or Agricultural	11	10.4%
Noise - Street	0	0.0%
Odour	4	3.8%
Smoke, Fumes and Gases	13	12.3%

Ward	Population	Total	% Rate
Upton and Hanley	4,265	14	0.33%
Pickersleigh	6,382	12	0.19%
Link	6,213	7	0.11%
Priory	4,069	6	0.15%
Chase	6,218	6	0.10%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	0	0.0%
Over 7 Day Injury	1	16.7%
Injury to Member of the Public	5	83.3%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	34	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 14
 Infectious Disease Notifications 49

The following tables look at the number of accident reports, dog control cases and planning requests received during Q2. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	5	7.4%
Consultation - Contaminated Land	42	61.8%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	21	30.9%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	1	100.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	0	0.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	78	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

Quarter Two

environmental health



Request Category	Total	% Split
Dog Control	7	3.7%
Environmental	110	58.5%
Food	19	10.1%
Health & Safety	15	8.0%
Information Requests	28	14.9%
Pest Control	9	4.8%
Public Burial	0	0.0%
Water Supply	0	0.0%

The table (left) shows the number of complaints and enquiries received during Q2 where the subject was located within the district of Redditch. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	2	1.8%
Accumulations - Domestic	12	10.9%
Drainage	2	1.8%
Light Nuisance	0	0.0%
Noise - Alarm	0	0.0%
Noise - Commercial Premises	17	15.5%
Noise - Domestic	54	49.1%
Noise - Industrial or Agricultural	6	5.5%
Noise - Street	0	0.0%
Odour	4	3.6%
Smoke, Fumes and Gases	13	11.8%

Ward	Population	Total	% Rate
Church Hill	7,982	13	0.16%
Winyates	8,409	12	0.14%
Greenlands	8,984	9	0.10%
Abbey	6,063	9	0.15%
Headless Cross and Oakenshaw	8,706	8	0.09%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	0	0.0%
Over 7 Day Injury	2	66.7%
Injury to Member of the Public	1	33.3%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	48	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 17
Infectious Disease Notifications 42

The following tables look at the number of accident reports, dog control cases and planning requests received during Q2. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	1	4.3%
Consultation - Contaminated Land	17	73.9%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	5	21.7%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	
Request to Discharge - Contaminated Land	0	
Request to Discharge - Food	0	
Request to Discharge - Health and Safety	0	
Request to Discharge - Noise	0	
Request to Discharge - Nuisance	0	

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	43	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

Quarter Two

environmental health



Request Category	Total	% Split
Dog Control	10	4.6%
Environmental	121	55.3%
Food	29	13.2%
Health & Safety	22	10.0%
Information Requests	34	15.5%
Pest Control	2	0.9%
Public Burial	1	0.5%
Water Supply	0	0.0%

The table (left) shows the number of complaints and enquiries received during Q2 where the subject was located within the district of Worcester City. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	3	2.5%
Accumulations - Domestic	17	14.0%
Drainage	1	0.8%
Light Nuisance	0	0.0%
Noise - Alarm	2	1.7%
Noise - Commercial Premises	19	15.7%
Noise - Domestic	64	52.9%
Noise - Industrial or Agricultural	0	0.0%
Noise - Street	4	3.3%
Odour	5	4.1%
Smoke, Fumes and Gases	6	5.0%

Ward	Population	Total	% Rate
Cathedral	10,372	20	0.19%
Warndon	5,812	12	0.21%
Rainbow Hill	5,865	8	0.14%
Battenhall	5,411	7	0.13%
Nunnery	8,103	6	0.07%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	1	11.1%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	0	0.0%
Over 7 Day Injury	2	22.2%
Injury to Member of the Public	6	66.7%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	42	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 32
 Infectious Disease Notifications 30

The following tables look at the number of accident reports, dog control cases and planning requests received during Q2. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	2	7.4%
Consultation - Contaminated Land	4	14.8%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	1	3.7%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	20	74.1%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	1	50.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	1	50.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	98	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

Quarter Two

environmental health

Request Category	Total	% Split
Dog Control	20	8.2%
Environmental	126	51.6%
Food	45	18.4%
Health & Safety	25	10.2%
Information Requests	21	8.6%
Pest Control	6	2.5%
Public Burial	0	0.0%
Water Supply	1	0.4%

The table (left) shows the number of complaints and enquiries received during Q2 where the subject was located within the district of Wychavon. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	5	4.0%
Accumulations - Domestic	7	5.6%
Drainage	9	7.1%
Light Nuisance	2	1.6%
Noise - Alarm	2	1.6%
Noise - Commercial Premises	24	19.0%
Noise - Domestic	44	34.9%
Noise - Industrial or Agricultural	5	4.0%
Noise - Street	1	0.8%
Odour	13	10.3%
Smoke, Fumes and Gases	14	11.1%

Ward	Population	Total	% Rate
Evesham North	5,079	8	0.16%
Norton and Whittington	2,940	6	0.20%
Hartlebury	2,714	6	0.22%
Pershore	7,101	5	0.07%
Bengeworth	5,589	5	0.09%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	1	8.3%
Over 7 Day Injury	5	41.7%
Injury to Member of the Public	6	50.0%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	56	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 46
 Infectious Disease Notifications 50

The following tables look at the number of accident reports, dog control cases and planning requests received during Q2. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	3	3.2%
Consultation - Contaminated Land	65	68.4%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	26	27.4%
Consultation - PPC	1	1.1%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	1	16.7%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	3	50.0%
Request to Discharge - Nuisance	2	33.3%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	176	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

Request Category	Total	% Split
Dog Control	7	2.7%
Environmental	135	52.9%
Food	24	9.4%
Health & Safety	15	5.9%
Information Requests	14	5.5%
Pest Control	59	23.1%
Public Burial	0	0.0%
Water Supply	1	0.4%

The table (left) shows the number of complaints and enquiries received during Q2 where the subject was located within the district of Wyre Forest. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	3	2.2%
Accumulations - Domestic	17	12.7%
Drainage	0	0.0%
Light Nuisance	0	0.0%
Noise - Alarm	6	4.5%
Noise - Commercial Premises	23	17.2%
Noise - Domestic	61	45.5%
Noise - Industrial or Agricultural	4	3.0%
Noise - Street	0	0.0%
Odour	7	5.2%
Smoke, Fumes and Gases	13	9.7%

Ward	Population	Total	% Rate
Sutton Park	7,499	14	0.19%
Mitton	7,697	13	0.17%
Greenhill	8,003	9	0.11%
Areley Kings	5,830	9	0.15%
Broadwaters	7,936	7	0.09%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	1	11.1%
Over 7 Day Injury	5	55.6%
Injury to Member of the Public	3	33.3%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	59	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 21
 Infectious Disease Notifications 51

The following tables look at the number of accident reports, dog control cases and planning requests received during Q2. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	1	3.7%
Consultation - Contaminated Land	12	44.4%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	9	33.3%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	1	3.7%
Request to Discharge - Air Quality	1	12.5%
Request to Discharge - Contaminated Land	4	50.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	3	37.5%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	72	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	