

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

Bromsgrove	38-40
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 performance data for quarter three in the new format. We hope you find this informative once again. Each of the Team Managers talks a little about what their teams have been working on in the previous quarter. You will also see that, as promised, we are now able to provide you with a breakdown of the licensing service requests and applications, which we hope you will find informative.

If you need any further information please contact either of us and please do share this information with other members in your Authorities to demonstrate the excellent work that the team is doing.

Simon Wilkes & Mark Kay

Simon Wilkes

Mark Kay



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

A significant proportion of the team's activity this quarter has been committed to the investigation of food safety, health and safety and nuisance offences. There are currently 12 case investigations either in the court system or in the final stages of investigation. The investigation of several serious accidents arising from work activities (including a fatality) continues to put pressure on resources.

In October we secured a contract to provide pollution work for Tewkesbury Borough Council until March 2015 providing an income which is being re-invested in the service.

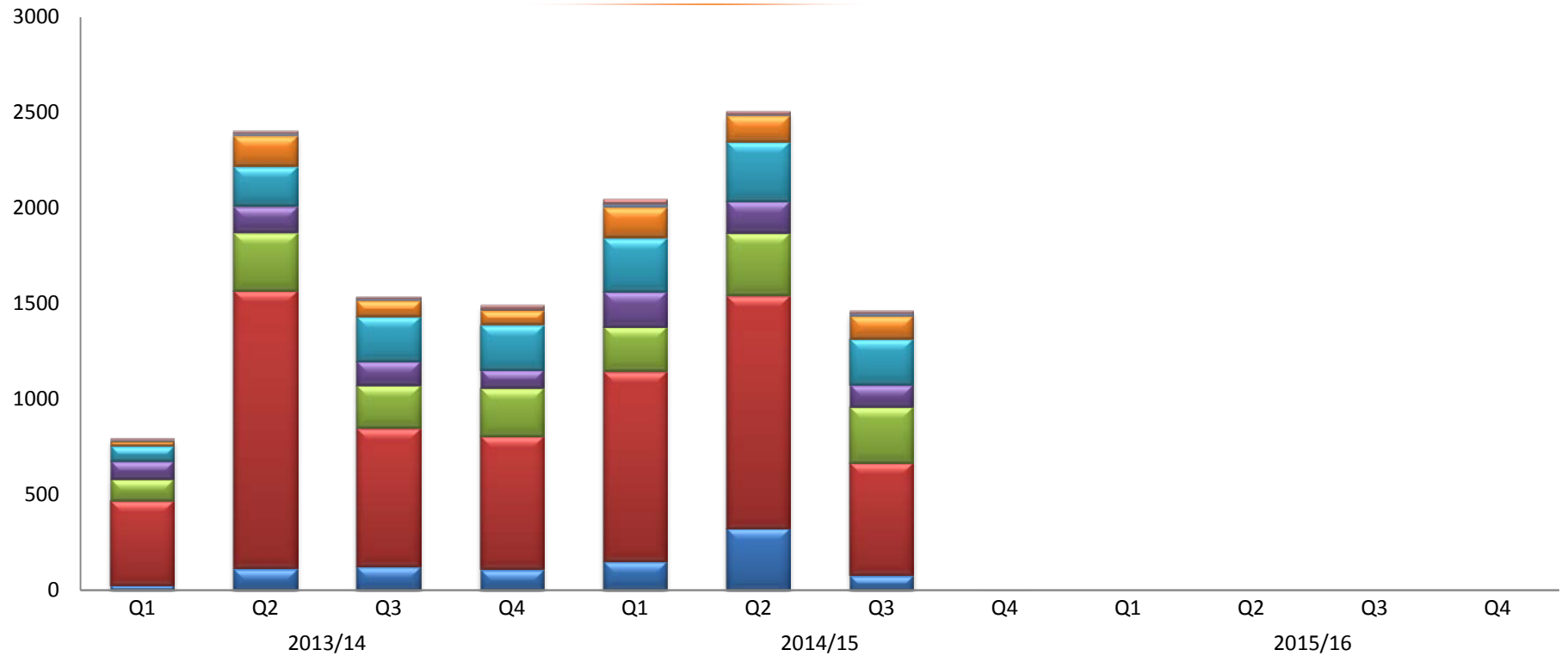
December saw the team working very closely with Network Rail to keep to a minimum the nuisance caused to residents during essential construction works at Bromsgrove Station over the festive period.

The team delivered a very successful Asian Business Seminar in November aimed at helping local Asian businesses to comply with legislation in respect of Food Safety, Health and Safety and Allergens.

The Worcestershire Works Well partnership (of which WRS is a key member) has won a prestigious Health & Wellbeing Award from the Royal Society for Public Health. The programme is designed to improve health and well-being through the workplace and to benefit organisations by increasing staff engagement and business productivity. Only 14 organisations across the UK's public, private and voluntary and community sector gained award which recognises innovation, good practice and significant achievement in health promotion activities in the community.

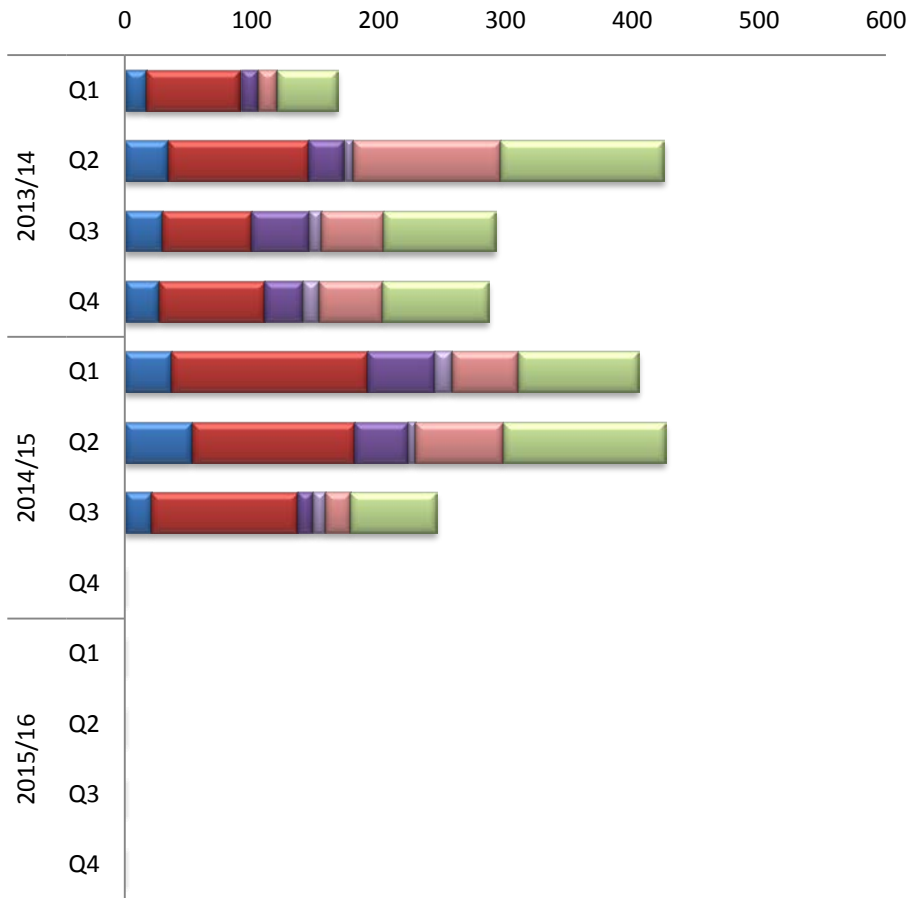
Service improvements have been made in licensing compliance and the investigation of infectious disease to provide a more streamlined and effective service. The Food Safety role is to be subjected to service review in Quarter 4.

Service Requests

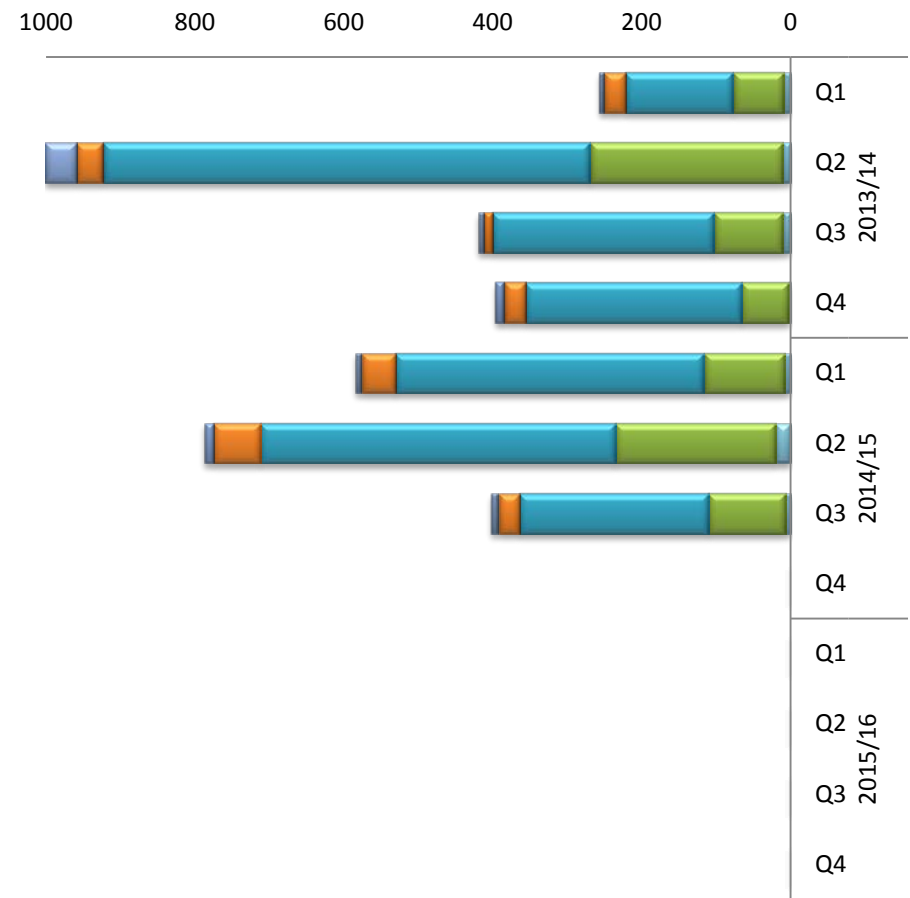


	2013/14				2014/15			2015/16				
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Water Supply	9	12	11	16	22	15	13	0				
Public Burial	5	11	9	8	16	5	15	0				
Pest Control	25	163	86	77	161	139	122	0				
Information Requests	81	208	236	236	281	313	238	0				
Health & Safety	95	138	125	95	185	166	118	0				
Food	113	305	224	251	232	325	293	0				
Environmental	439	1452	723	697	995	1220	586	0				
Dog Control	29	117	126	111	153	325	81	0				

Nuisance Cases (excluding noise)



Noise Cases



■ Accumulations - Commercial
■ Drainage
■ Odour

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

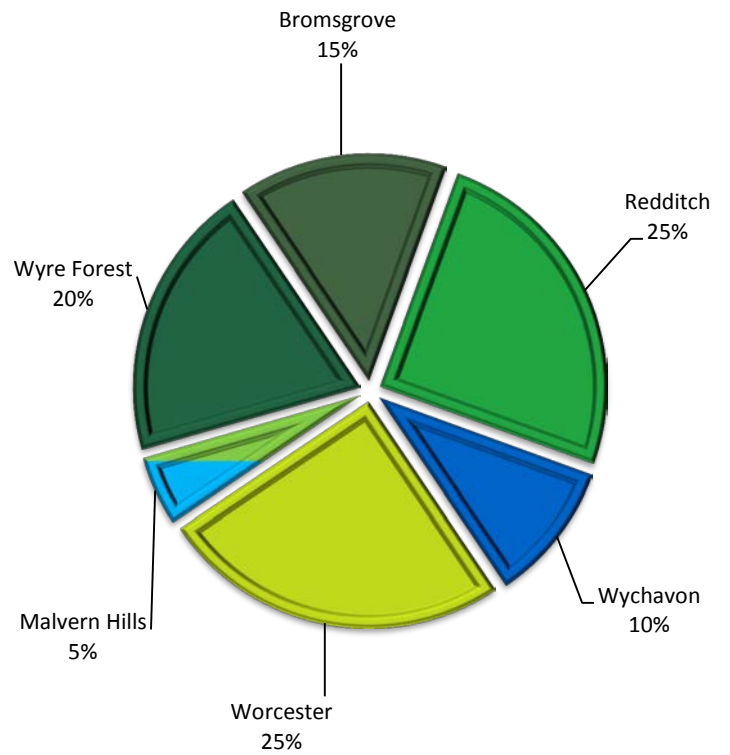
■ Noise - Alarm
■ Noise - Domestic
■ Noise - Street

■ Noise - Commercial Premises
■ Noise - Industrial or Agricultural

Noise Cases by Ward (top 20)

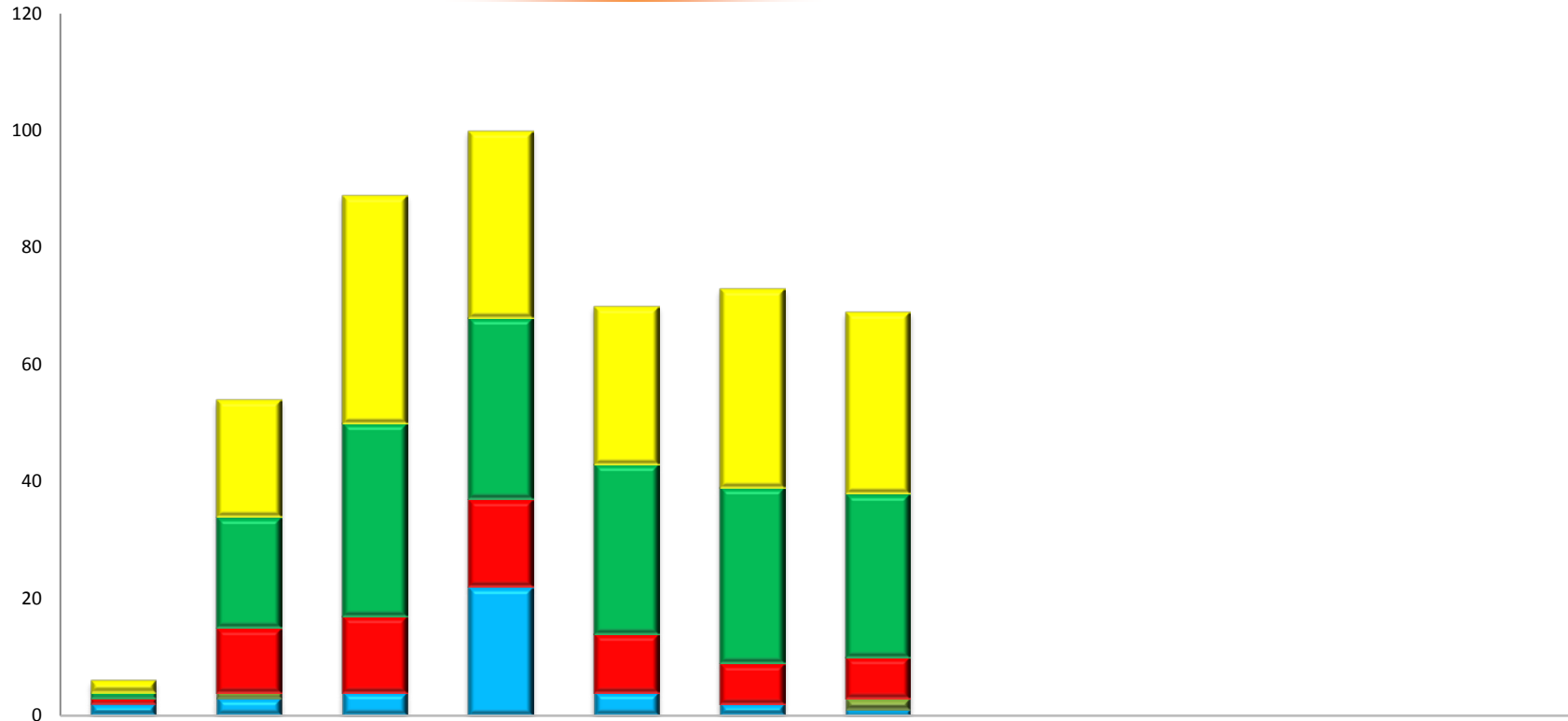
Ward	Population	Total	Rate (%)
Cathedral	10,372	82	0.79%
Winyates	8,409	41	0.49%
St Johns	5,025	41	0.82%
Greenlands	8,984	35	0.39%
Abbey	6,063	33	0.54%
Nunnery	8,103	31	0.38%
Church Hill	7,982	31	0.39%
Headless Cross and Oakenshaw	8,706	30	0.34%
Mitton	7,697	28	0.36%
Rainbow Hill	5,865	27	0.46%
Warndon	5,812	26	0.45%
Bengeworth	5,589	25	0.45%
Broadwaters	7,936	25	0.32%
Gorse Hill	5,353	24	0.45%
Greenhill	8,003	24	0.30%
Charford	6,639	24	0.36%
Link	6,213	23	0.37%
Sidemoor	5,171	23	0.44%
Evesham North	5,079	22	0.43%

% of top 20 noise cases by District



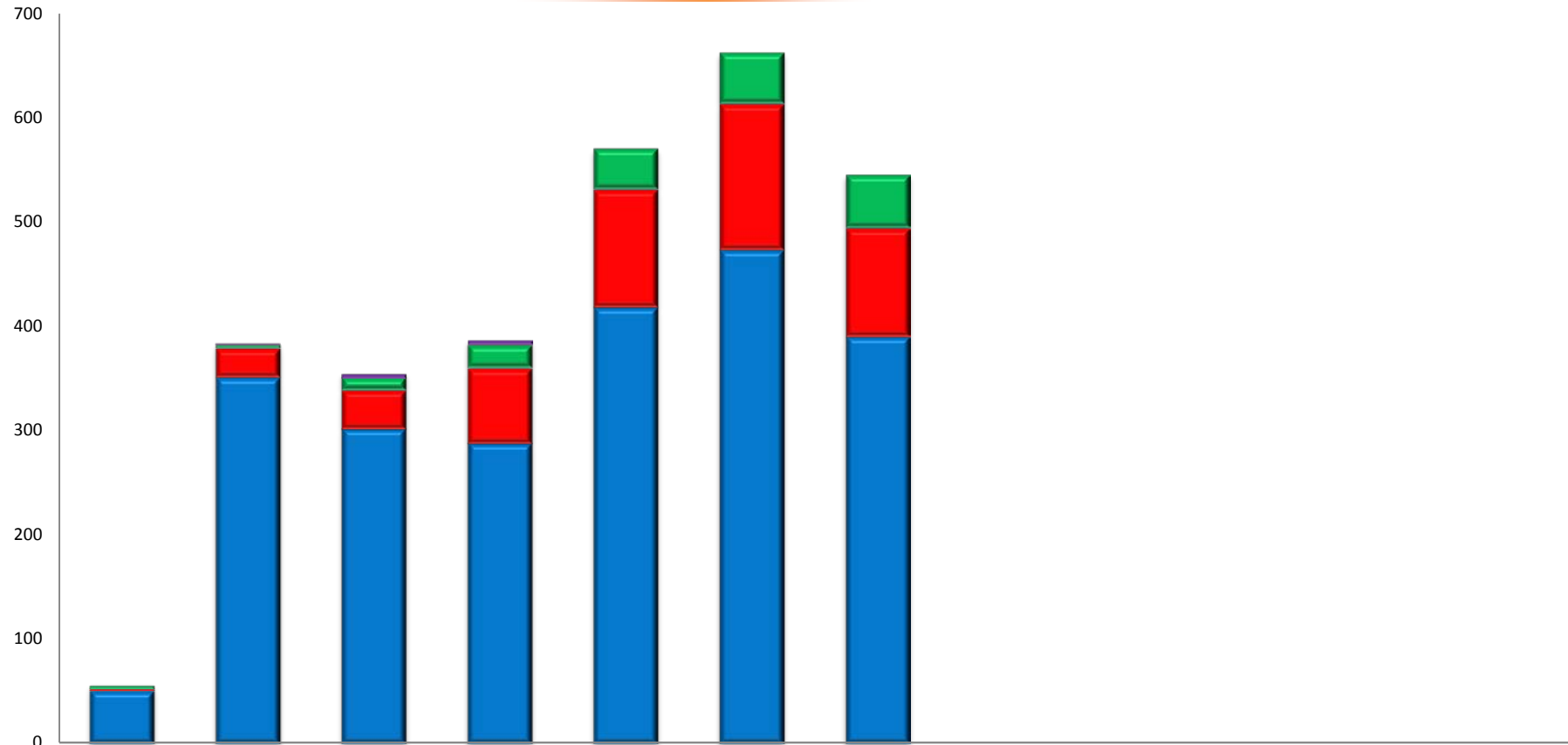
- Worcester
- Malvern Hills
- Wyre Forest
- Bromsgrove
- Redditch
- Wychavon

Accident Reports



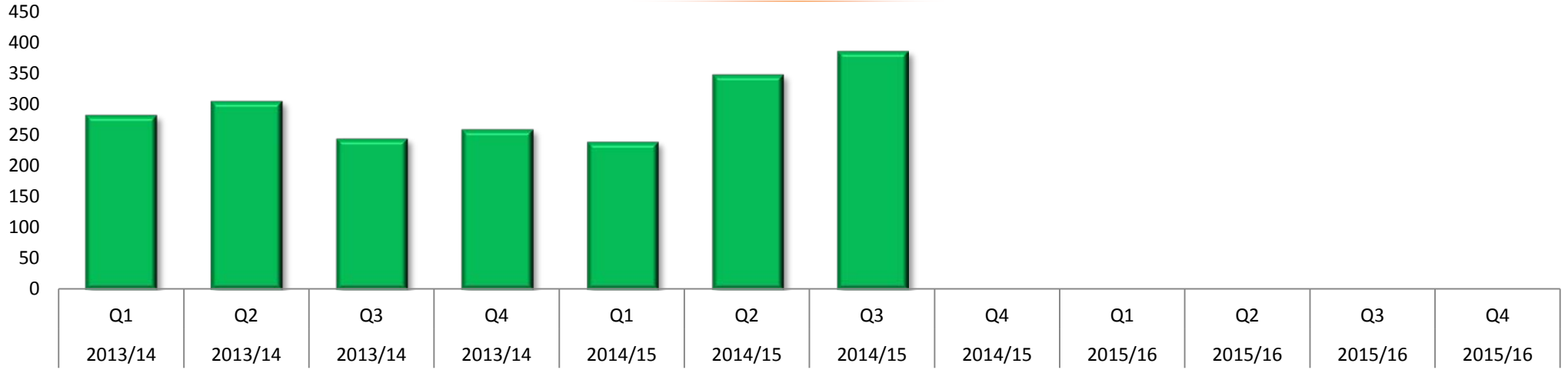
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2013/14	2013/14	2013/14	2013/14	2014/15	2014/15	2014/15	2014/15	2015/16	2015/16	2015/16	2015/16
■ Injury to Member of the Public	2	20	39	32	27	34	31	0	0	0	0	0
■ Over 7 Day Injury	1	19	33	31	29	30	28	0	0	0	0	0
■ Major Incident	1	11	13	15	10	7	7	0	0	0	0	0
■ Fatality	0	1	0	0	0	0	2	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	2	1	0	0	0	0	0

Dog Control

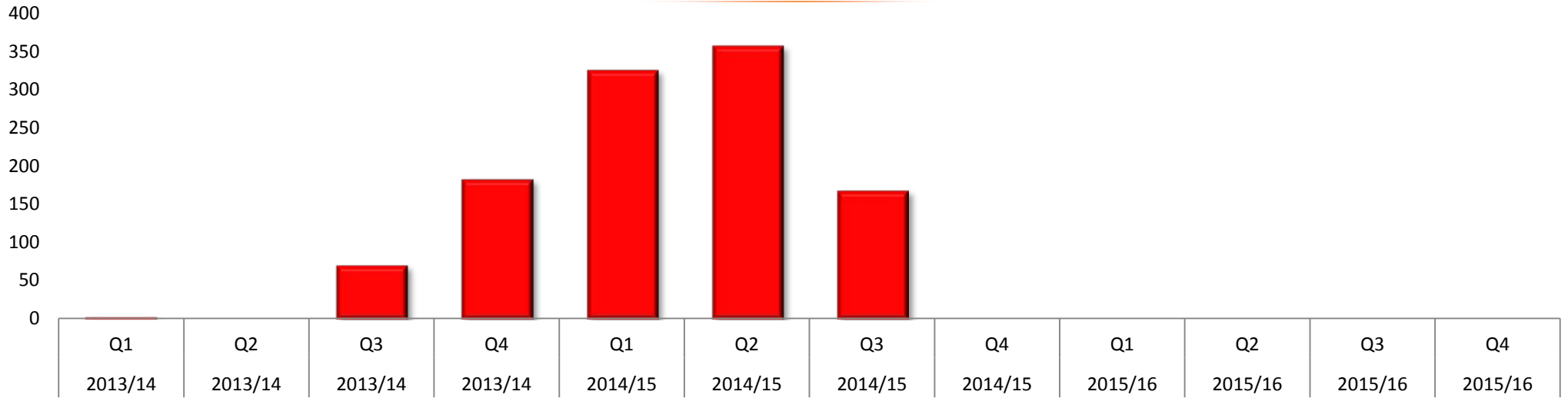


	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
Petlog Notification	0	1	4	4	0	0	0	0	0	0	0	0
Loose Straying Dog	3	3	12	22	39	49	51	0	0	0	0	0
Report of Lost Dog	2	28	37	72	113	140	104	0	0	0	0	0
Contained Stray Dog	51	351	302	288	418	473	390	0	0	0	0	0

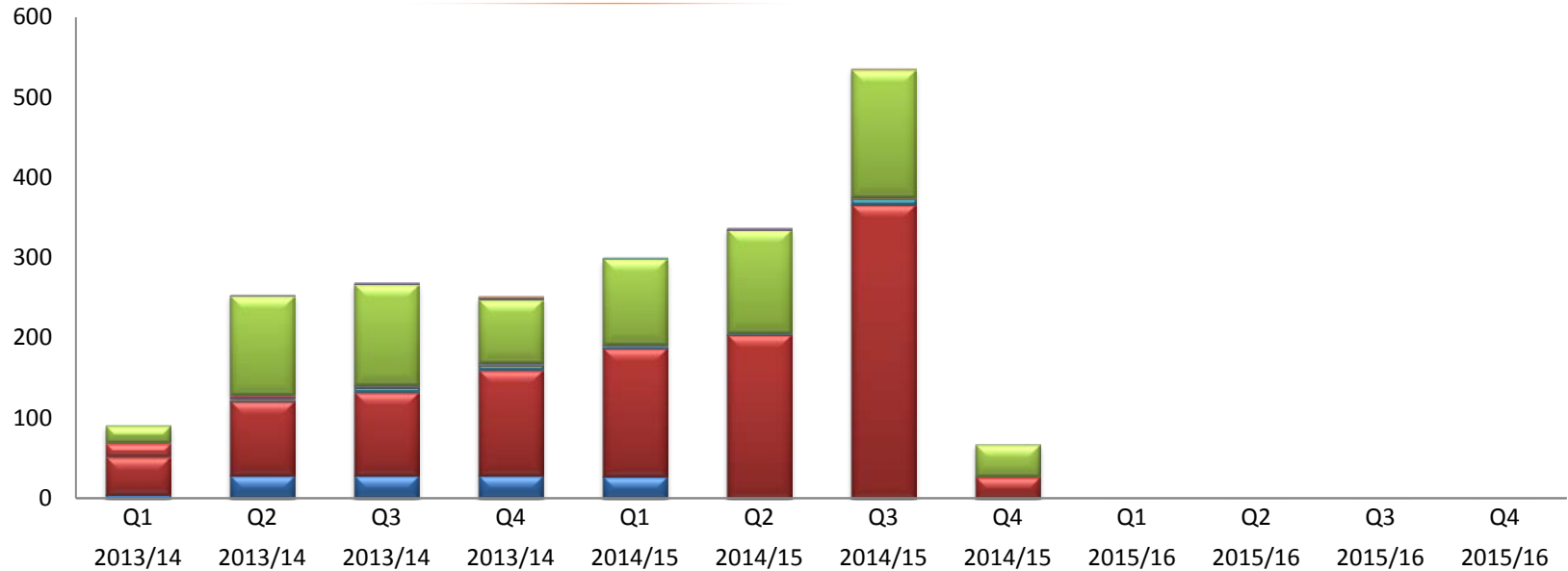
FHRS Inspections



Infectious Disease Notifications

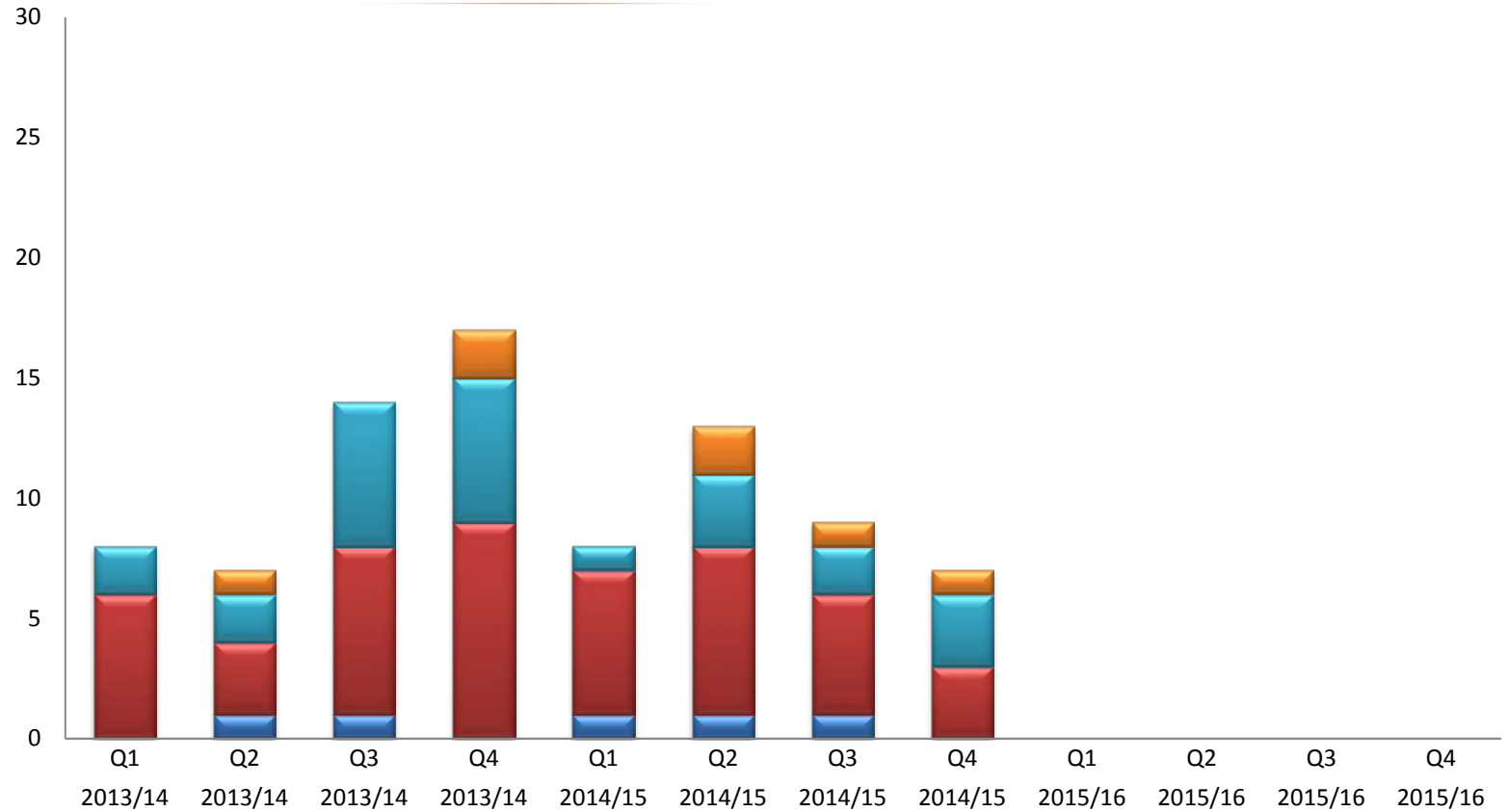


Planning Requests



	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
Consultation - Trading Standards	0	0	0	2	0	0	1	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	0	0	0	0	0	0
Consultation - Nuisance / Noise	21	124	126	79	107	129	159	40	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	1	0	0	0	0	0
Consultation - Health and Safety	0	1	2	2	1	0	2	0	0	0	0	0
Consultation - Food	0	2	5	6	3	2	7	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	159	204	366	27	0	0	0	0
Consultation - Air Quality	5	29	29	29	28	0	0	0	0	0	0	0

Planning Requests (continued)



Request to Discharge - Nuisance	0	1	0	2	0	2	1	1	0	0	0	0
Request to Discharge - Noise	2	2	6	6	1	3	2	3	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	6	7	5	3	0	0	0	0
Request to Discharge - Air Quality	0	1	1	0	1	1	1	0	0	0	0	0



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

A considerable amount of work continued on the countywide Air Quality Action Plan. Following the initial Steering Group meeting, much communication followed with the County Council on action undertaken, proposed or effecting the individual actions highlighted as priorities in reducing pollution levels in the AQMAs. This provided a new status for most of the actions identified and enabled several Steering Group subgroups to meet and consider the options that are now available. Some actions are no longer considered viable but action on others has commenced. For example, through liaison with the County Council, improving air quality formed the rationale for the introduction of traffic enforcement in Lowesmoor Air Quality Management Area (AQMA), Worcester and considering the options for traffic enforcement by the District Council in Port Street AQMA, Evesham.

The Statutory Progress Reports were produced and submitted for all Worcestershire authorities during this quarter and whilst good progress is being made with proposed remedial action unfortunately the data analysis done as part of the reporting process identified several additional areas requiring closer scrutiny for pollution levels with a view to determining whether they should be AQMAs. Earlier in the year the Continuous Analyser of air quality in Stourport was decommissioned as the monitoring was concluded and analysis and preparation of the Detailed Assessment report was commenced. Arrangements have been ongoing for its installation on Foregate Street, Worcester to enable the same process to be undertaken there. Once six months monitoring is concluded, the analyser will be moved and installed in one of the other areas of concern from the following; Upton town centre; London Road, Worcester; Worcester Road, Wychbold; and Other Road, Redditch. These sites have been identified by diffusion tube monitoring which is a method of low cost indication of poor air quality and potential breach of air quality objectives. This monitoring is undertaken on a monthly basis across the County in likely problem areas to inform the Local Air Quality Management process the District Councils are required to undertake.

As well as the above, WRS provided support to Councillors with queries they faced on air quality and the local Council role in Worcester City; responded to resident concerns about traffic diversion through Bromsgrove when the M5 is shut and provided advice and technical expertise to the County Council on the effects of the dualling of the Worcester Southern Link Road being undertaken under Permitted Development Rights.

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

Due to priorities in others work streams contaminated land has maintained the same for Q3.

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 there has been a slight reduction in the number of complaints received via the Citizens Advice Consumer Service over the past two quarters, but overall there has been a similar number received by this stage last year.

As previously reported, the team has adopted a change of approach when dealing with complaints with only the more serious complaints receiving a direct response. A further 3 members of the team have left the service during quarter 3, leaving approx. 9.3 FTE operational officers covering the full range of activities across the county.

A significant proportion of the team’s activity from the beginning of the year has been committed to the investigation of offences and a number of these have now either been before the courts, in the court system (3) or have been submitted to Legal Services for prosecution (3).

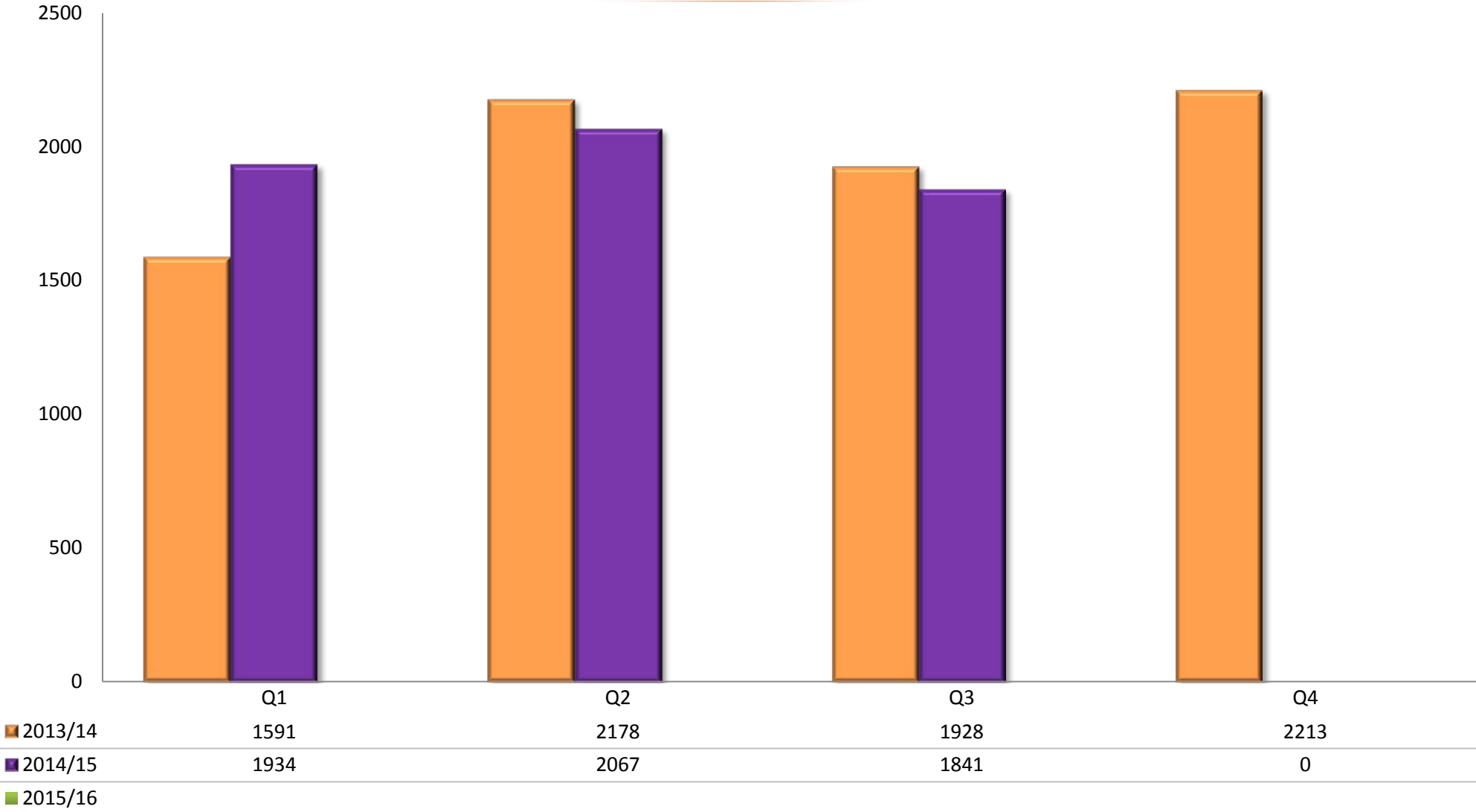
Below is a summary of cases that have been before the courts during the third quarter of 2014/15.

Currently the team is committing resources to undertaking food and feed sampling activities to meet agreed activity for the Food Standards Agency (FSA) and undertaking food sampling both on behalf of the FSA and as a follow up to the recent prosecution against a company that was found to be selling pizza cheese containing vegetable fat, rather than 100% dairy fat from milk.

The prosecution information is:

Defendant	Date		Total Offences
Sharif Bakrali	6/11/14	Counterfeit and non-duty paid cigarettes/tobacco	14
GRH Foods	19/12/14	Sale/labelling/misdescription on website relating to Misdescribed pizza cheese (contained vegetable fat rather than 100% dairy fat).	3

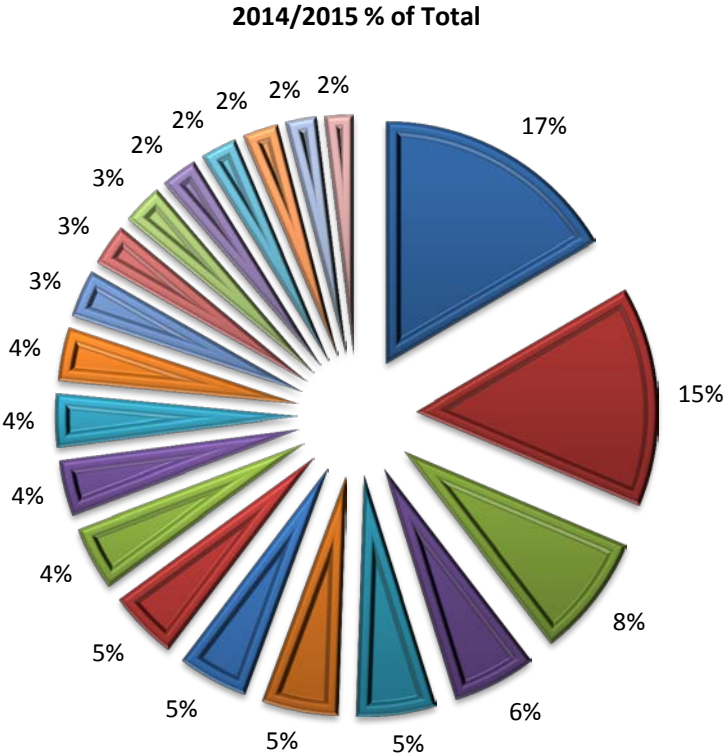
Consumer Complaints



Consumer Complaints (continued)

Top 20 Consumer Complaint Categories 2014/15 Total

Category	Total
Second Hand Cars	723
Home Maintenance and Improvements	645
Furniture	359
Clothing and clothing fabric	245
Telecommunications	232
Food and Drink	221
Personal Computers, accessories, software and services	206
Other Personal Goods and Services	203
Professional Services	187
Car repairs and servicing	161
Large Domestic Appliances	155
Gardening products and services	154
Industrial/commercial goods and services	138
Toiletries, perfumes, beauty treatments and hairdressing	122
Small Domestic Appliances	119
Petrol and Oil	107
Glazing Products and Installations	107
Audio-visual	104
Pets and Veterinarian Products/Services	90
Insurance	84



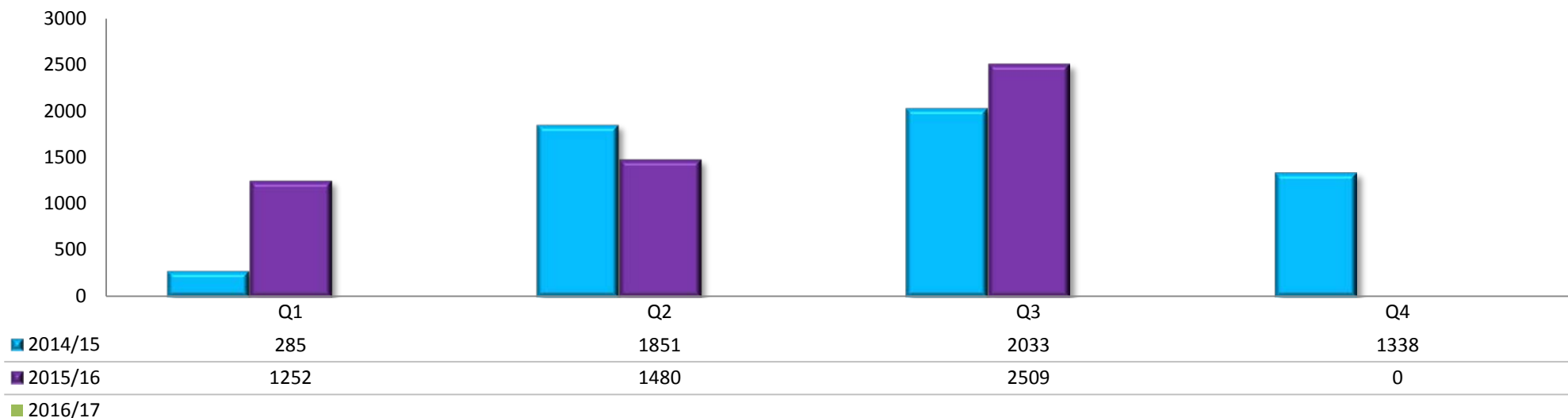
Licensing Overview - Sue Garrett (Licensing Manager)

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 activities which will be reported on in more detail, moving forward.

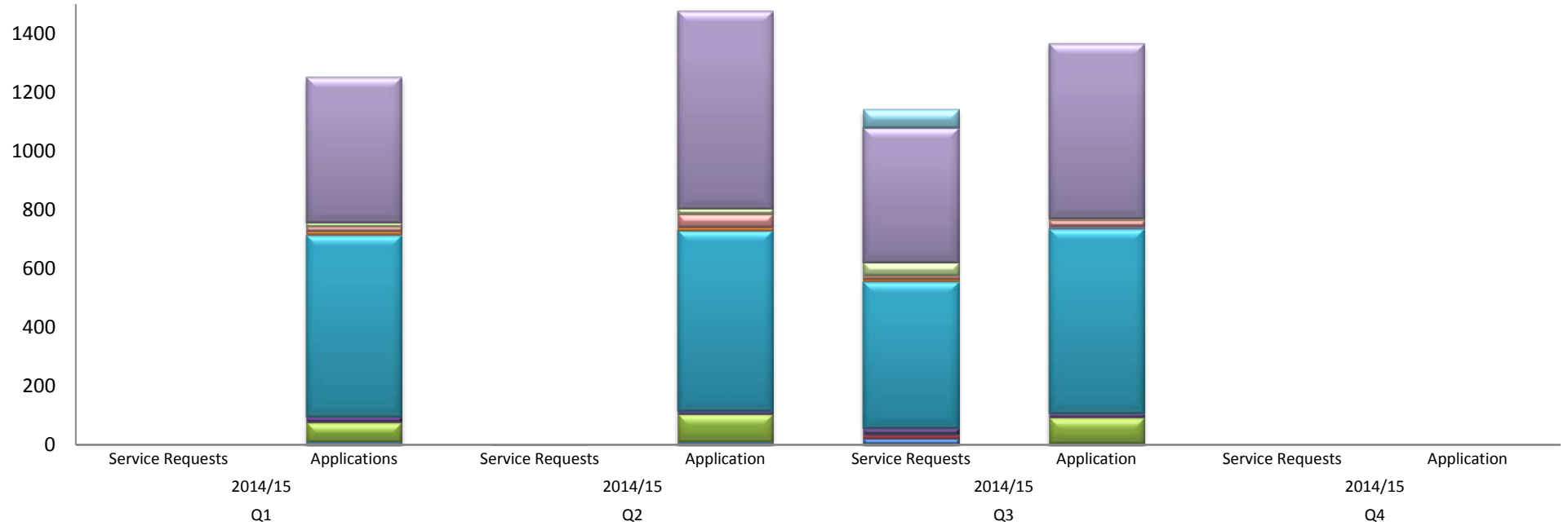
Licensing Surgeries – Officers continue to attend licensing surgery's which are held in each district on a twice weekly basis. Surgery's are a popular route for applicants to be able visit and see a Licensing Officer for general advice and assistance on all licensing matters.

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).

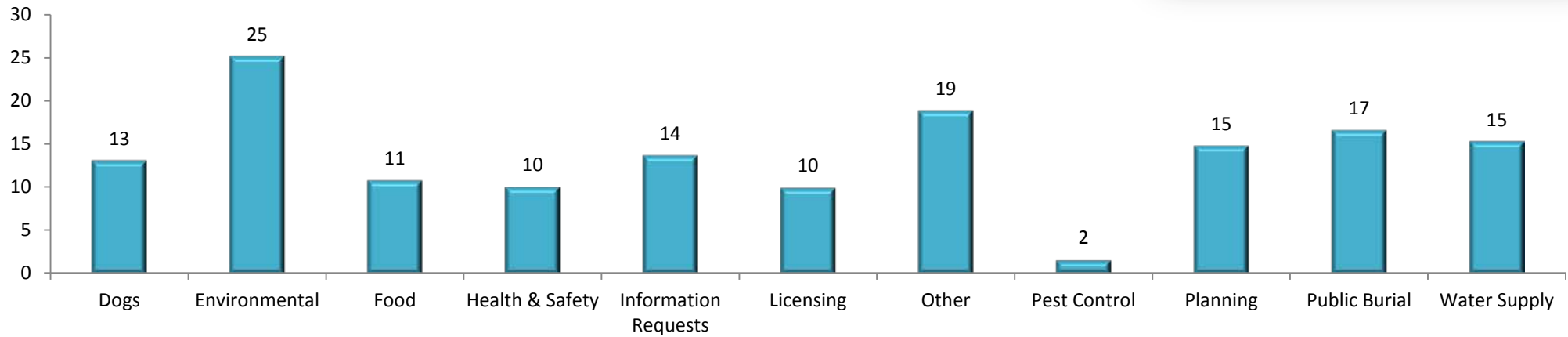


Licensing

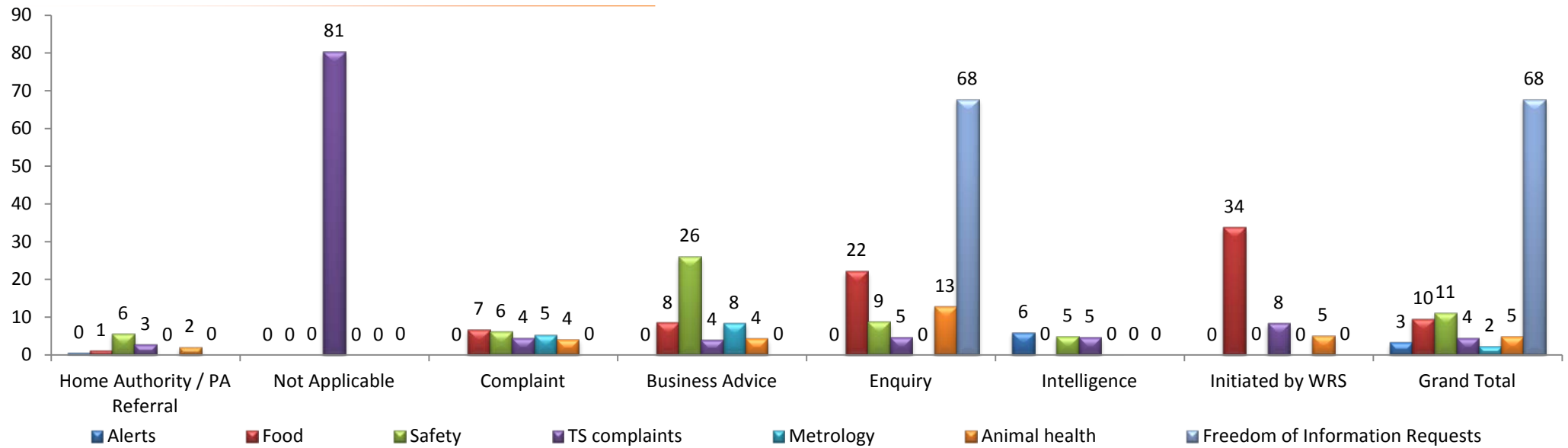


	2014/15 Q1		2014/15 Q2		2014/15 Q3		2014/15 Q4	
	Service Requests	Applications	Service Requests	Application	Service Requests	Application	Service Requests	Application
■ Surgery	0		2	0	63	0	0	0
■ Taxi		496	1	672	458	595	0	0
■ Street	0	13	0	20	46	7	0	0
■ Skin Piercing	0	17	0	45	6	21	0	0
■ Sex Establishment	0	0	0	0	3	8	0	0
■ Scrap Metal	0	12	0	10	9	1	0	0
■ Licensing Act		618	0	613	500	628	0	0
■ Gambling	0	20	0	12	25	14	0	0
■ Charity		66		96		87		0
■ Caravan	0	0	0	0	9	0	0	0
■ Animal	0	10	0	9	23	6	0	0

Environmental Health Average end-2-end time in days



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





Request Category	Total	% Split
Dog Control	6	3.8%
Environmental	75	47.5%
Food	31	19.6%
Health & Safety	8	5.1%
Information Requests	19	12.0%
Pest Control	17	10.8%
Public Burial	2	1.3%
Water Supply	0	0.0%

The table (left) shows the number of complaints and enquiries received during Q3 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	2	2.7%
Accumulations - Domestic	10	13.3%
Drainage	1	1.3%
Light Nuisance	2	2.7%
Noise - Alarm	0	0.0%
Noise - Commercial Premises	3	4.0%
Noise - Domestic	36	48.0%
Noise - Industrial or Agricultural	3	4.0%
Noise - Street	2	2.7%
Odour	6	8.0%
Smoke, Fumes and Gases	10	13.3%

Ward	Population	Total	% Rate
St Johns	5,025	13	0.26%
Sidemoor	5,171	5	0.10%
Charford	6,639	5	0.08%
Whitford	4,879	4	0.08%
Waseley	4,428	4	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	2	11.1%
Over 7 Day Injury	6	33.3%
Injury to Member of the Public	10	55.6%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	53	73.6%
Report of Lost Dog	13	18.1%
Loose Straying Dog	6	8.3%
Petlog Notification	0	0.0%

Number of FHRS Inspections 58
Infectious Disease Notifications 23

The following tables look at the number of accident reports, dog control cases and planning requests received during Q3. 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	6	6.1%
Consultation - Contaminated Land	69	70.4%
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	23	23.5%
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	1	100.0%
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	2	
Licensing Service Requests	0	

Enquiry Type	Total	% Split
Animal	1	3%
Caravan	0	0%
Gambling	3	8%
Licensing Act	26	65%
Scrap Metal	0	0%
Sex Establishments	0	0%
Skin Piercing	2	5%
Street	4	10%
Taxi	4	10%

To be added...

Quarter Three

environmental health

Request Category	Total	% Split
Dog Control	10	7.1%
Environmental	60	42.6%
Food	35	24.8%
Health & Safety	13	9.2%
Information Requests	20	14.2%
Pest Control	0	0.0%
Public Burial	0	0.0%
Water Supply	3	2.1%

The table (left) shows the number of complaints and enquiries received during Q3 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	6	10.3%
Accumulations - Domestic	9	15.5%
Drainage	4	6.9%
Light Nuisance	3	5.2%
Noise - Alarm	1	1.7%
Noise - Commercial Premises	3	5.2%
Noise - Domestic	22	37.9%
Noise - Industrial or Agricultural	3	5.2%
Noise - Street	0	0.0%
Odour	2	3.4%
Smoke, Fumes and Gases	5	8.6%

Ward	Population	Total	% Rate
Priory	4,069	8	0.20%
Link	6,213	4	0.06%
Dyson Perrins	4,207	3	0.07%
Chase	6,218	3	0.05%
Broadheath	3,395	3	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	1	25.0%
Injury to Member of the Public	3	75.0%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	48	62.3%
Report of Lost Dog	22	28.6%
Loose Straying Dog	7	9.1%
Petlog Notification	0	0.0%

Number of FHRS Inspections 62
Infectious Disease Notifications 27

The following tables look at the number of accident reports, dog control cases and planning requests received during Q3. 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	13	10.2%
Consultation - Contaminated Land	77	60.6%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	1	0.8%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	36	28.3%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	
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	1	50%
Caravan	0	0%
Gambling	0	0%
Licensing Act	1	50%
Scrap Metal	0	0%
Sex Establishments	0	0%
Skin Piercing	0	0%
Street	0	0%
Taxi	0	0%
Surgery Requests	0	
Licensing Service Requests	0	

Enquiry Type	Total	% Split
Animal	1	3%
Caravan	1	3%
Gambling	1	3%
Licensing Act	31	89%
Scrap Metal	1	3%
Sex Establishments	0	0%
Skin Piercing	0	0%
Street	0	0%
Taxi	0	0%

Quarter Three

environmental health



Request Category	Total	% Split
Dog Control	10	6.2%
Environmental	93	57.8%
Food	19	11.8%
Health & Safety	10	6.2%
Information Requests	18	11.2%
Pest Control	8	5.0%
Public Burial	3	1.9%
Water Supply	0	0.0%

The table (left) shows the number of complaints and enquiries received during Q3 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	3	3.2%
Accumulations - Domestic	20	21.1%
Drainage	1	1.1%
Light Nuisance	0	0.0%
Noise - Alarm	2	2.1%
Noise - Commercial Premises	3	3.2%
Noise - Domestic	59	62.1%
Noise - Industrial or Agricultural	3	3.2%
Noise - Street	1	1.1%
Odour	0	0.0%
Smoke, Fumes and Gases	3	3.2%

Ward	Population	Total	% Rate
Batchley and Brockhill	8,338	13	0.16%
Greenlands	8,984	11	0.12%
Headless Cross and Oakenshaw	8,706	10	0.11%
Abbey	6,063	9	0.15%
Winyates	8,409	6	0.07%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	1	25.0%
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	3	75.0%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	57	68.7%
Report of Lost Dog	18	21.7%
Loose Straying Dog	8	9.6%
Petlog Notification	0	0.0%

Number of FHRS Inspections 36
 Infectious Disease Notifications 20

The following tables look at the number of accident reports, dog control cases and planning requests received during Q3. 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	7.1%
Consultation - Contaminated Land	49	70.0%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	3	4.3%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	13	18.6%
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	2	66.7%
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	1	33.3%

licensing

Complaint Type	Total	% Split
Animal	0	0%
Caravan	0	0%
Gambling	0	0%
Licensing Act	0	0%
Scrap Metal	0	0%
Sex Establishments	0	0%
Skin Piercing	0	0%
Street	0	0%
Taxi	2	100%
Surgery Requests	6	
Licensing Service Requests	0	

Enquiry Type	Total	% Split
Animal	0	0%
Caravan	0	0%
Gambling	1	2%
Licensing Act	24	55%
Scrap Metal	0	0%
Sex Establishments	0	0%
Skin Piercing	0	0%
Street	0	0%
Taxi	19	43%

Quarter Three

environmental health



Request Category	Total	% Split
Dog Control	10	4.7%
Environmental	123	58.0%
Food	41	19.3%
Health & Safety	11	5.2%
Information Requests	22	10.4%
Pest Control	1	0.5%
Public Burial	4	1.9%
Water Supply	0	0.0%

The table (left) shows the number of complaints and enquiries received during Q3 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	4	4.1%
Accumulations - Domestic	31	31.6%
Drainage	0	0.0%
Light Nuisance	0	0.0%
Noise - Alarm	1	1.0%
Noise - Commercial Premises	3	3.1%
Noise - Domestic	45	45.9%
Noise - Industrial or Agricultural	3	3.1%
Noise - Street	3	3.1%
Odour	2	2.0%
Smoke, Fumes and Gases	6	6.1%

Ward	Population	Total	% Rate
Cathedral	10,372	32	0.31%
Nunnery	8,103	12	0.15%
Gorse Hill	5,353	5	0.09%
Warndon	5,812	4	0.07%
Rainbow Hill	5,865	4	0.07%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	1	12.5%
Over 7 Day Injury	5	62.5%
Injury to Member of the Public	2	25.0%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	73	76.0%
Report of Lost Dog	12	12.5%
Loose Straying Dog	11	11.5%
Petlog Notification	0	0.0%

Number of FHRS Inspections 86
Infectious Disease Notifications 26

The following tables look at the number of accident reports, dog control cases and planning requests received during Q3. 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	5.6%
Consultation - Contaminated Land	5	13.9%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	1	2.8%
Consultation - Licensing	1	2.8%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	26	72.2%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	1	2.8%
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	0%
Caravan	0	0%
Gambling	0	0%
Licensing Act	8	73%
Scrap Metal	0	0%
Sex Establishments	0	0%
Skin Piercing	0	0%
Street	0	0%
Taxi	3	27%
Surgery Requests	16	
Licensing Service Requests	0	

Enquiry Type	Total	% Split
Animal	0	0%
Caravan	0	0%
Gambling	2	3%
Licensing Act	33	43%
Scrap Metal	0	0%
Sex Establishments	0	0%
Skin Piercing	0	0%
Street	4	5%
Taxi	38	49%

Request Category	Total	% Split
Dog Control	16	8.3%
Environmental	79	40.9%
Food	52	26.9%
Health & Safety	12	6.2%
Information Requests	25	13.0%
Pest Control	5	2.6%
Public Burial	3	1.6%
Water Supply	1	0.5%

The table (left) shows the number of complaints and enquiries received during Q3 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	2	2.5%
Accumulations - Domestic	21	26.3%
Drainage	1	1.3%
Light Nuisance	3	3.8%
Noise - Alarm	0	0.0%
Noise - Commercial Premises	2	2.5%
Noise - Domestic	29	36.3%
Noise - Industrial or Agricultural	2	2.5%
Noise - Street	0	0.0%
Odour	5	6.3%
Smoke, Fumes and Gases	15	18.8%

Ward	Population	Total	% Rate
Evesham South	5,359	5	0.09%
Dodderhill	2,503	4	0.16%
Bretforton and Offenham	2,535	4	0.16%
Bengeworth	5,589	4	0.07%
Pershore	7,101	3	0.04%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	2	14.3%
Major Incident	3	21.4%
Over 7 Day Injury	5	35.7%
Injury to Member of the Public	4	28.6%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	88	76.5%
Report of Lost Dog	20	17.4%
Loose Straying Dog	7	6.1%
Petlog Notification	0	0.0%

Number of FHRS Inspections 66
Infectious Disease Notifications 41

The following tables look at the number of accident reports, dog control cases and planning requests received during Q3. 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	20	9.7%
Consultation - Contaminated Land	137	66.5%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	2	1.0%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	47	22.8%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	1	33.3%
Request to Discharge - Contaminated Land	1	33.3%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	1	33.3%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	0%
Caravan	0	0%
Gambling	0	0%
Licensing Act	6	67%
Scrap Metal	0	0%
Sex Establishments	0	0%
Skin Piercing	1	11%
Street	0	0%
Taxi	2	22%
Surgery Requests	4	
Licensing Service Requests	0	

Enquiry Type	Total	% Split
Animal	6	8%
Caravan	2	3%
Gambling	5	7%
Licensing Act	38	52%
Scrap Metal	0	0%
Sex Establishments	0	0%
Skin Piercing	0	0%
Street	1	1%
Taxi	21	29%

Quarter Three

environmental health



Request Category	Total	% Split
Dog Control	8	4.2%
Environmental	59	30.9%
Food	29	15.2%
Health & Safety	12	6.3%
Information Requests	13	6.8%
Pest Control	69	36.1%
Public Burial	0	0.0%
Water Supply	1	0.5%

The table (left) shows the number of complaints and enquiries received during Q3 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	1	1.9%
Accumulations - Domestic	8	14.8%
Drainage	0	0.0%
Light Nuisance	1	1.9%
Noise - Alarm	0	0.0%
Noise - Commercial Premises	2	3.7%
Noise - Domestic	29	53.7%
Noise - Industrial or Agricultural	2	3.7%
Noise - Street	0	0.0%
Odour	3	5.6%
Smoke, Fumes and Gases	8	14.8%

Ward	Population	Total	% Rate
Broadwaters	7,936	7	0.09%
Sutton Park	7,499	5	0.07%
Wribbenhall	4,955	4	0.08%
Oldington and Foley Park	5,183	4	0.08%
Greenhill	8,003	4	0.05%

environmental health - continued

The following tables look at the number of accident reports, dog control cases and planning requests received during Q3. 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.

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	4	57.1%
Injury to Member of the Public	3	42.9%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	71	69.6%
Report of Lost Dog	19	18.6%
Loose Straying Dog	12	11.8%
Petlog Notification	0	0.0%

Number of FHRS Inspections 79
Infectious Disease Notifications 27

Planning Requests	Total	% Split
Consultation - Air Quality	6	16.7%
Consultation - Contaminated Land	29	80.6%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	1	2.8%
Consultation - Health and Safety	1	2.8%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	14	38.9%
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	2	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	0%
Caravan	0	0%
Gambling	0	0%
Licensing Act	0	0%
Scrap Metal	0	0%
Sex Establishments	0	0%
Skin Piercing	0	0%
Street	0	0%
Taxi	2	100%
Surgery Requests	4	
Licensing Service Requests	0	

Enquiry Type	Total	% Split
Animal	1	2%
Caravan	0	0%
Gambling	1	2%
Licensing Act	22	36%
Scrap Metal	1	2%
Sex Establishments	2	3%
Skin Piercing	0	0%
Street	1	2%
Taxi	33	54%

Dog Control

Dog Control (none Worcestershire)

Council Area	Q1	Q2	Q3	Q4	YTD
South Gloucestershire Council					
Dangerous Dog	0	0	0	0	0
Contained Stray Dog	0	0	0	0	0
Report of Lost Dog	0	0	0	0	0
Loose Straying Dog	0	0	0	0	0
Petlog Notifications					0
Gloucester City Council					
Dangerous Dog	0	0	0	0	0
Contained Stray Dog	0	0	1	0	1
Report of Lost Dog	0	0	1	0	1
Loose Straying Dog	0	0	0	0	0
Petlog Notifications	0	0	0	0	0
Cheltenham Borough Council					
Dangerous Dog	0	0	0	0	0
Contained Stray Dog	2	33	44	0	79
Report of Lost Dog	0	1	7	0	8
Loose Straying Dog	0	1	0	0	1
Petlog Notifications	0	0	0	0	0
Tewkesbury Borough Council					
Dangerous Dog	0	0	0	0	0
Contained Stray Dog	0	27	19	0	46
Report of Lost Dog	0	5	6	0	11
Loose Straying Dog	0	1	0	0	1
Petlog Notifications	0	0	0	0	0

Year to Date

Planning

