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Summary & Performance (countywide)

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Worcestershire
Regulatory Services

Supporting and protecting you

Activity Report 2014/15

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

Summary



Service Overview

Welcome to the performance data for quarter four. 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. The report now covers all 4 quarters for 2014/15 offering members the most detailed breakdown of our activities for the year that WRS has ever produced. If you require 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.

A handwritten signature in black ink that reads "S Wilkes".

Simon Wilkes

A handwritten signature in black ink that reads "M Kay".

Mark Kay



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

The team's activity this quarter has been focussed on the investigation of food safety, health and safety and nuisance offences. There are currently 15 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.

The food inspection programme has been completed with some 93% of premises being Broadly Compliant according to the Food Hygiene Rating Scheme. Poor performers continue to be found in all food sectors in all Districts. This year Redditch has had a higher number of problem businesses. Businesses which only achieve a rating of FHRS LO-2 are now not only subject to revisits until conditions improve, but also to further action ranging from a letter from the Food Safety Lead, to review meetings. In the case of FHRS Level 0 premises (the poorest) the presumption is now to formal action. Two prosecutions are pending (a restaurant and a retailer) and simple cautions have been issued, mostly for rodent infestations and dirty conditions. Whilst proactive health and safety inspections are no longer the norm due to service reductions and Central Government's drive to reduce the regulatory burden on business, officers have spent many hours investigating major accidents reported under RIDDOR and dealing with complaints. Health and safety investigations can be complex and take months, and sometimes years, to bring to completion. On-going investigations include a dangerous occurrence involving a child in a major retailer to incidents at builder's merchants and warehouses. One case is currently with the CPS for a possible corporate manslaughter charge.

Operational reviews have continued with the current focus being on Food Safety. Our purpose has been agreed as to "ensure food safety compliance" which reflects the flexibility to cover the spectrum of advice through to prosecution and closure and recognises a reduction in resources when we may have to focus less on advice and more on compliance.

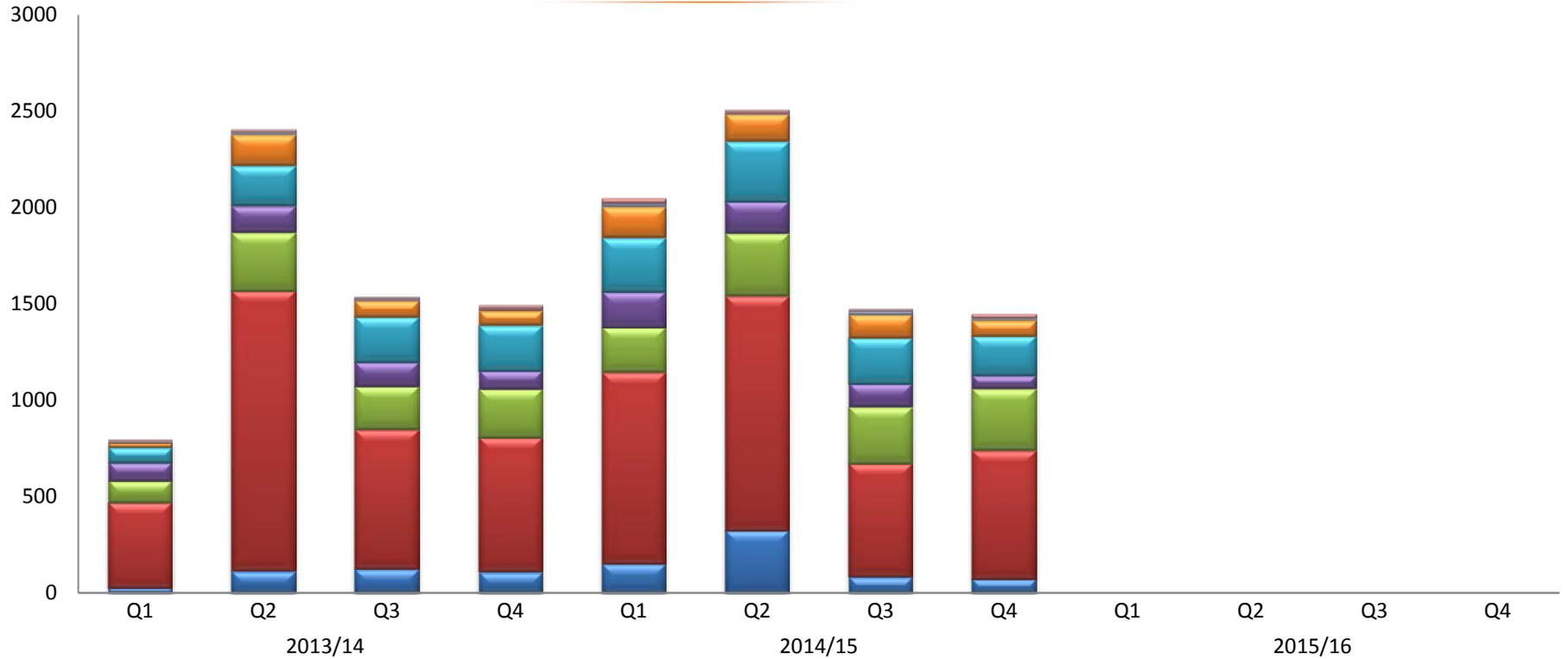
WRS has responded to Bromsgrove District Council's Street Amenity Consent Policy with a view to controlling the use of the pedestrianised part of the High Street in Bromsgrove to provide outdoor seating areas for cafes, pubs and restaurants.

Nuisance problems caused by motorsport continue to put pressure on resources and December saw the team working collaboratively with the Central operations team and Network Rail to keep to a minimum the nuisance caused to residents during essential construction works at Bromsgrove Station over the festive period. Since October Officers in the Central Operations team have also been working in conjunction with Hitachi Zosen on managing the environmental impact of the construction phase of Severn Waste's EFW plant in Hartlebury. The development is presently the largest and most complex construction project in the County which will continue until 2017.

The contract to provide pollution work for Tewkesbury Borough Council has been extended into May 2015, providing an income which is being re-invested in the service. WRS has also secured funding from the Local Economic Partnership to look at a possible Earned Recognition scheme for small producers and manufacturers which will enable them to seek new markets. Over 20 staff members of the team have undertaken Housing Health and Safety Rating Scheme training which provides the potential for extending the work of WRS into that sector.

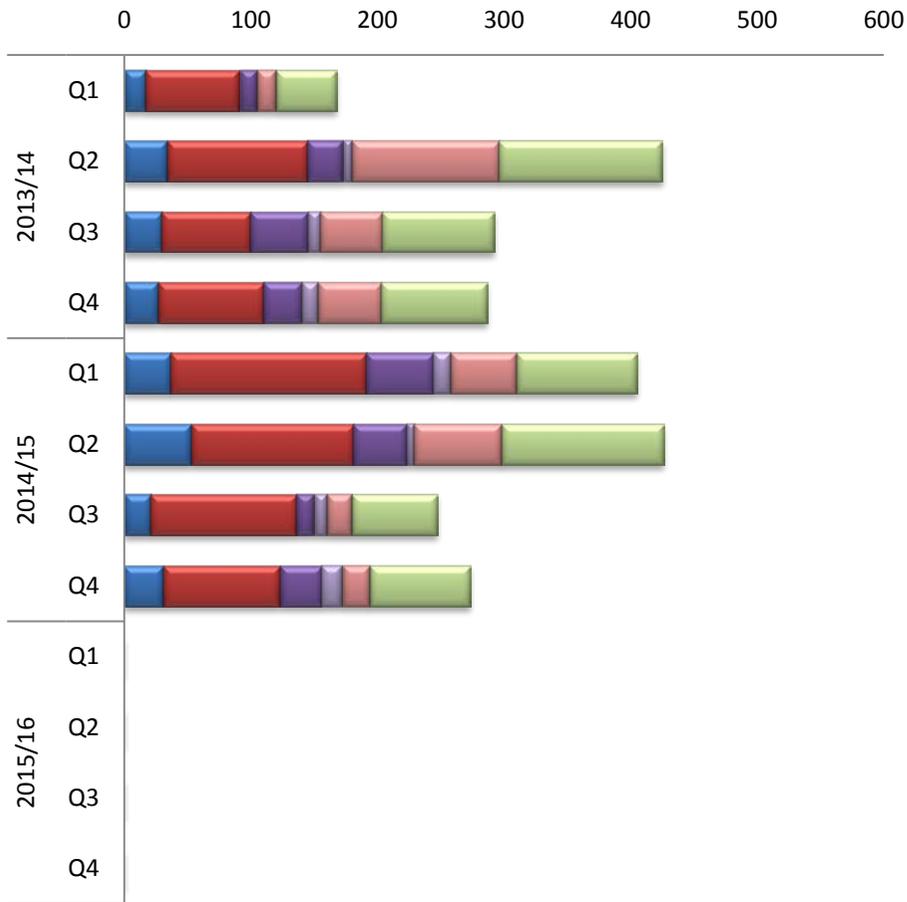
The fourth quarter also saw Senior WRS staff taking part in a successful exercise with partner organisations of the Local Resilience Forum designed to test and inform our preparedness for Ebola.

Service Requests

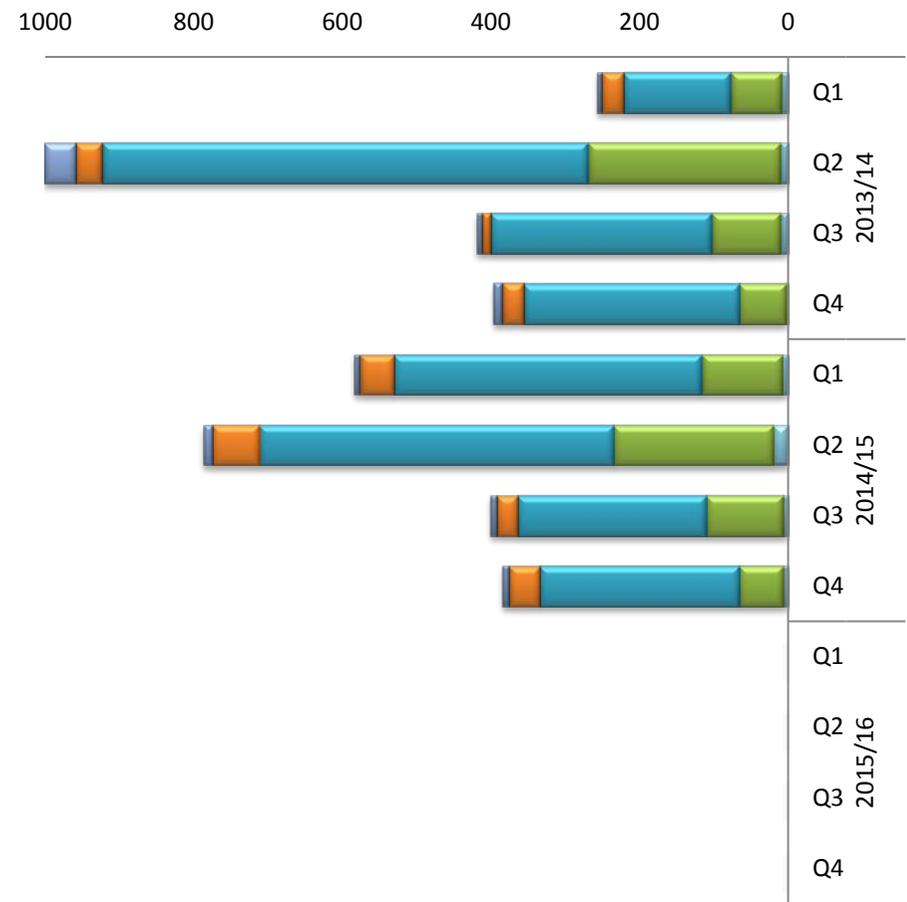


	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Water Supply	9	12	11	16	22	15	13	22				
Public Burial	5	11	9	8	16	5	15	9				
Pest Control	25	163	86	77	161	139	122	83				
Information Requests	81	208	236	236	281	313	239	204				
Health & Safety	95	138	125	95	185	166	120	70				
Food	113	305	224	251	232	324	295	320				
Environmental	439	1452	723	697	995	1220	589	668				
Dog Control	29	117	126	111	153	324	83	73				

Nuisance Cases (excluding noise)



Noise Cases



■ Accumulations - Commercial
 ■ Drainage
 ■ Odour

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

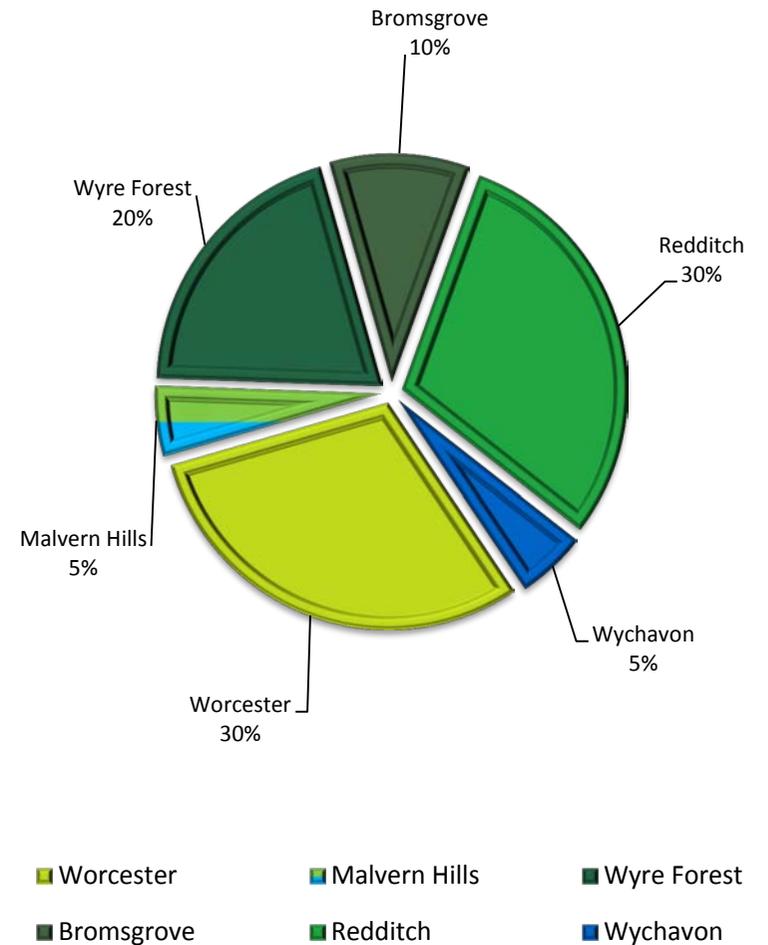
■ Noise - Alarm
 ■ Noise - Domestic
 ■ Noise - Street

■ Noise - Commercial Premises
 ■ Noise - Industrial or Agricultural

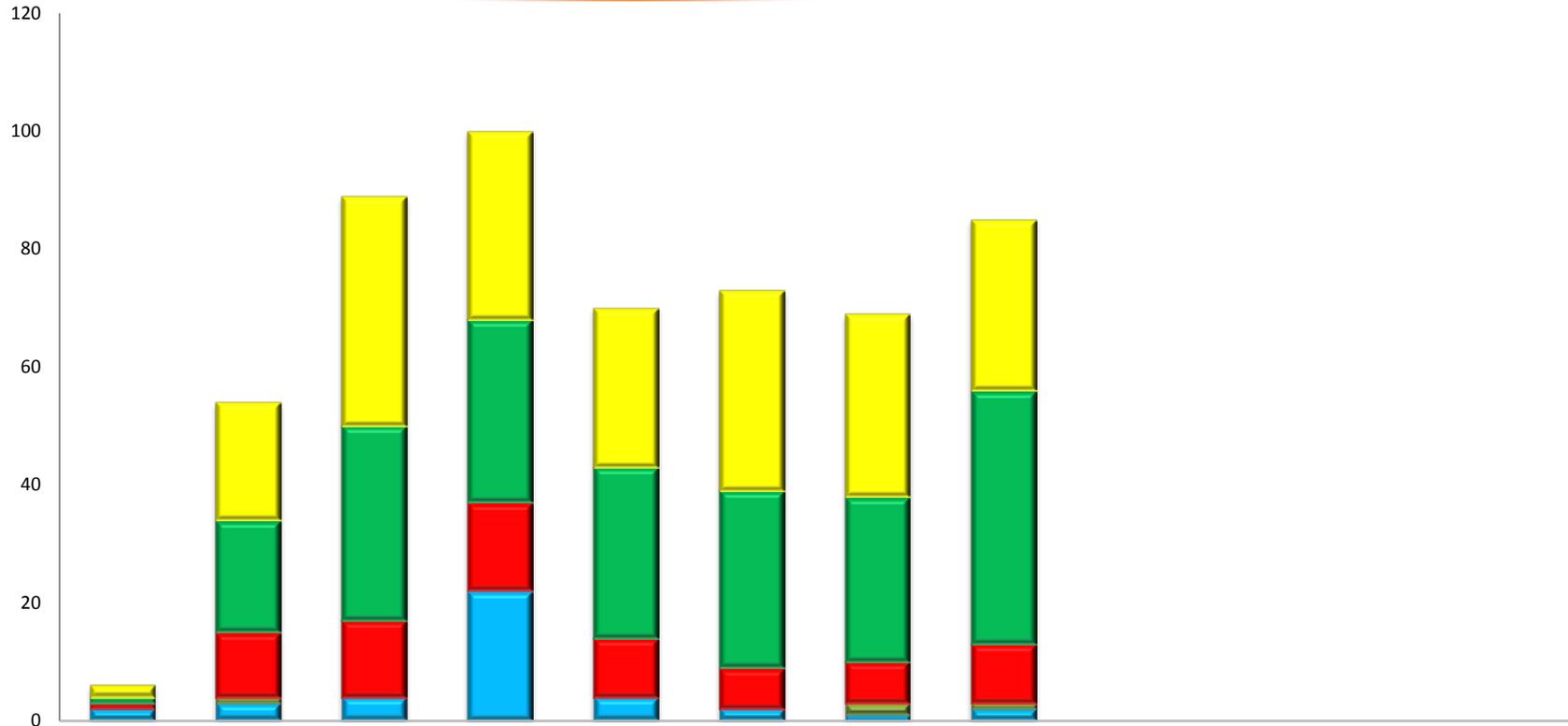
Noise Cases by Ward (top 20)

Ward	Population	Total	Rate (%)
Cathedral	10,372	96	0.93%
Winyates	8,409	46	0.55%
St Johns	5,025	46	0.92%
Greenlands	8,984	44	0.49%
Abbey	6,063	41	0.68%
Rainbow Hill	5,865	37	0.63%
Nunnery	8,103	36	0.44%
Headless Cross and Oakenshaw	8,706	35	0.40%
Warndon	5,812	34	0.58%
Church Hill	7,982	34	0.43%
Batchley and Brockhill	8,338	34	0.41%
Bengeworth	5,589	33	0.59%
Mitton	7,697	32	0.42%
Greenhill	8,003	32	0.40%
Broadwaters	7,936	31	0.39%
Charford	6,639	30	0.45%
Link	6,213	29	0.47%
Bedwardine	7,930	28	0.35%
Sutton Park	7,499	28	0.37%

% of top 20 noise cases by District

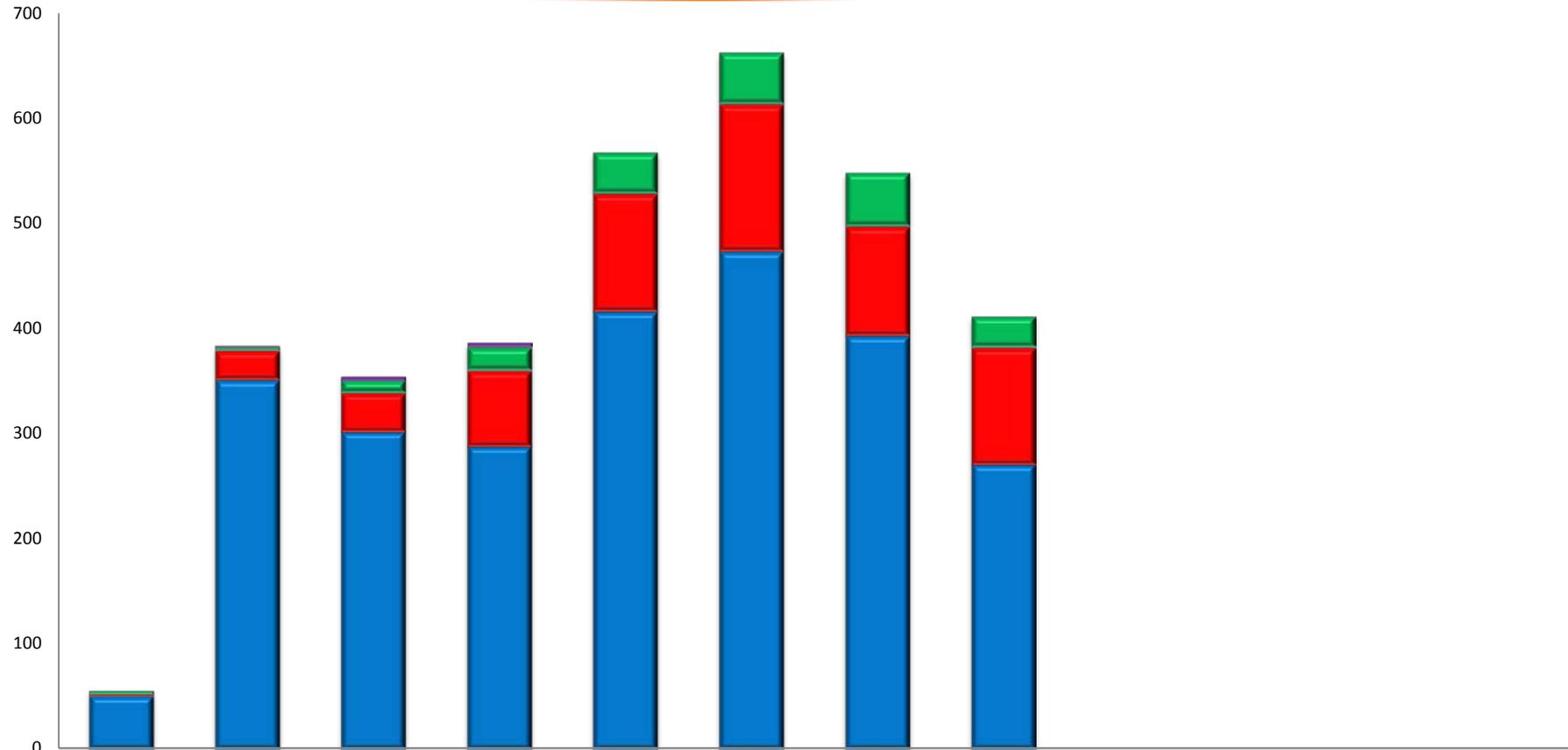


Accident Reports



	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	29	0	0	0	0
■ Over 7 Day Injury	1	19	33	31	29	30	28	43	0	0	0	0
■ Major Incident	1	11	13	15	10	7	7	10	0	0	0	0
■ Fatality	0	1	0	0	0	0	2	1	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	2	0	0	0	0

Dog Control

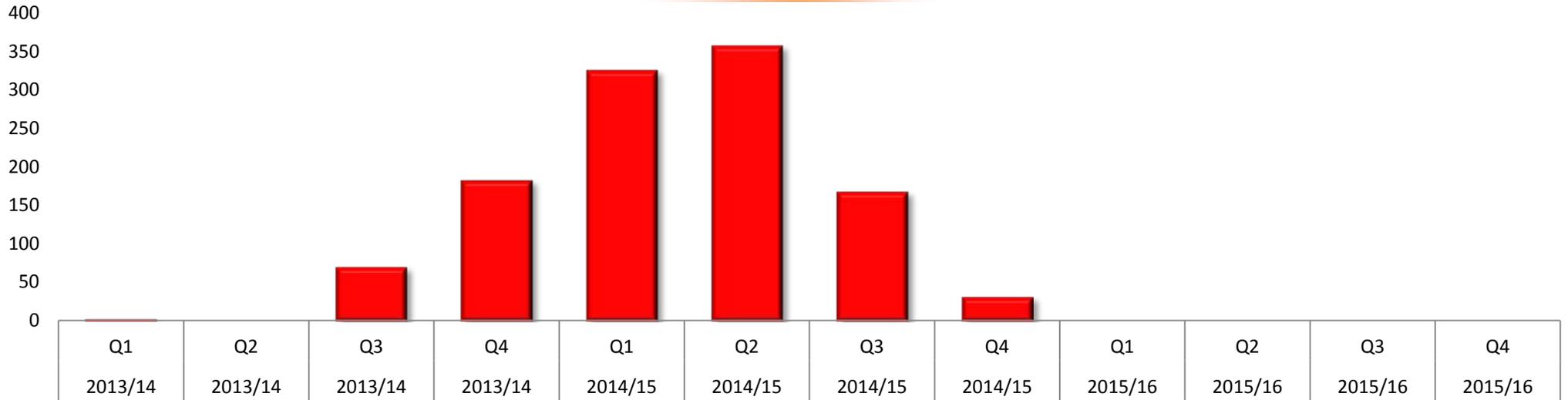


	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
■ Petlog Notification	0	1	4	4	0	0	0	0	0	0	0	0
■ Loose Straying Dog	3	3	12	22	39	49	51	29	0	0	0	0
■ Report of Lost Dog	2	28	37	72	112	140	104	111	0	0	0	0
■ Contained Stray Dog	51	351	302	288	416	473	393	271	0	0	0	0

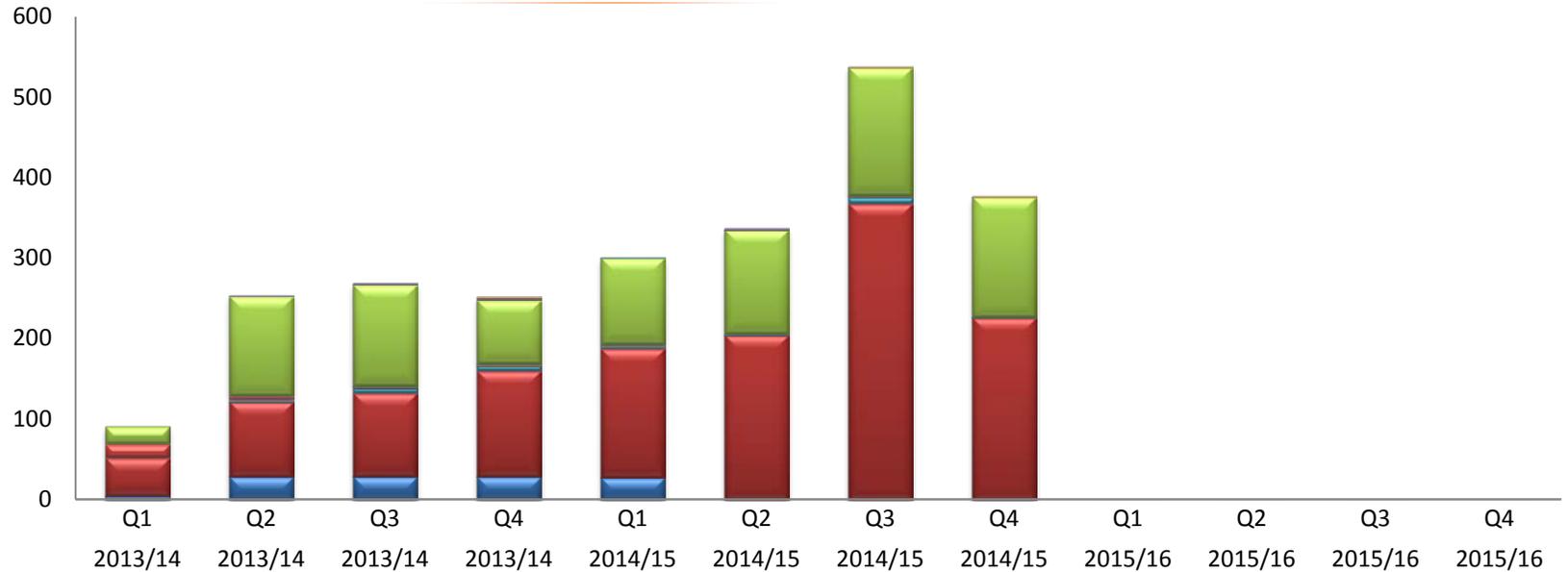
FHRS Inspections



Infectious Disease Notifications

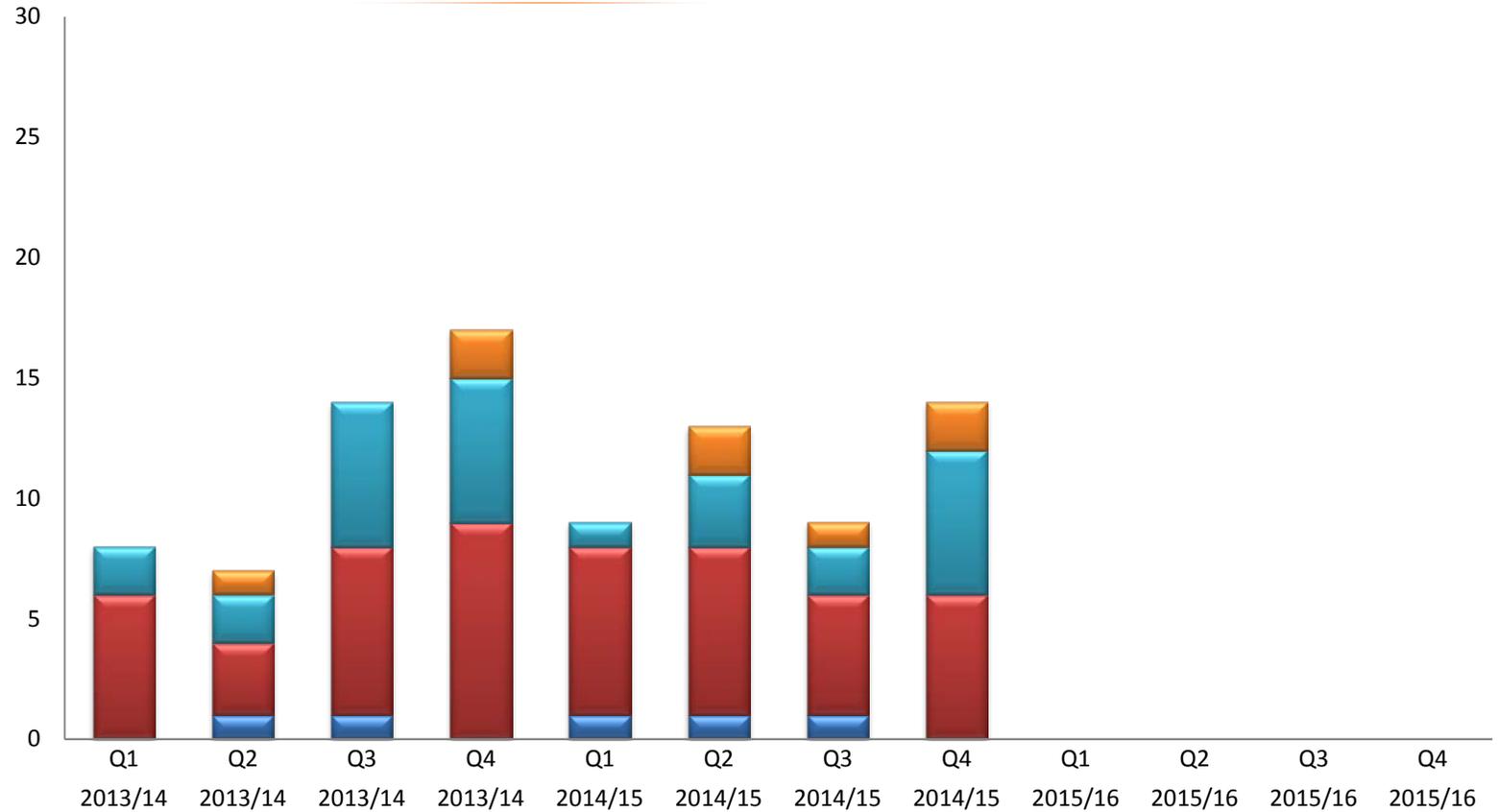


Planning Requests



	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	1	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	149	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	1	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	160	204	368	226	0	0	0	0
■ Consultation - Air Quality	5	29	29	29	28	0	0	0	0	0	0	0

Planning Requests (continued)





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

The annual reporting requirements for the District Councils continued to be undertaken in the production and submission to Defra of Progress Reports under the Local Air Quality Management Regime. These are important to complete with EU infringement proceedings continuing. In support of the UK Government's response, WRS on behalf of the District Councils provided Defra with a substantial amount of information this quarter demonstrating the work that is being undertaken to provide betterment in air quality. This information will form part of the Air Quality Action Plan Progress Reports for each District which are being completed currently. These reports provide updates on the actions being taken and form part of the reporting requirements to Defra. The amount of progress and large number of Air Quality Management Areas (AQMAs) covered by the WRS report caused some issues but it will be completed in due course.

Particular focus has been on Stourport with the completion of a Detailed Assessment for nitrogen dioxide along the High Street. Recently developed skills and understanding has enabled complex modelling and interpretation to be undertaken in house to produce a robust and relevant report that demonstrates we do not have an air quality issue in this location. The report has been submitted to Defra for approval.

The complex arrangements in installing a Nitrogen Dioxide Continuous Analyser in Foregate Street, Worcester have continued and it is hoped will be concluded early 2015/16.

As construction work started on the Energy from Waste Facility in Hartlebury (Wychavon) WRS have had repeated requests for support and air quality monitoring. A contentious site, WRS have attempted to maintain a supportive role to the Parish Council whilst protecting the Partner Authority's interests.

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

Focus for the last quarter of the year has been to tidy up existing work projects and push for completion.

The Smallwood Cadmium Survey draws to a close. Initially a large project covering over 300 properties in Redditch where it was uncertain whether contamination levels represented a risk to normal use of their rear gardens, through systematic sampling and risk assessment, the number of properties considered to have contamination at levels of concern have been clarified as four. WRS are now in the process of communicating with those residents on the options available to them. Interestingly, the investigation has concluded that the contamination identified is likely to have been the result of resident activity rather than the battery factory initially investigated.

WRS are working with a number of partner organisations to clarify unknown risk with several other sites:

At Marlbrook tip, WRS are providing an enhanced consultation for Bromsgrove District Council Planning Department because of the complex and contentious issues on the site. This has involved reviewing large quantities of gas monitoring data and consultant monitoring techniques and reports. Concerns were raised by WRS from the information reviewed and as a result of that we have organised a consultant to do additional monitoring on behalf of Bromsgrove to provide some confidence and clarity on the information submitted in support of the Planning obligations. This work continues and is likely to become more resource intensive in a bid to resolve the outstanding concerns to enable the Local Planning Authority to have confidence in the situation on site.

For a number of landfill sites in Bromsgrove District liaison continues with the Environment Agency to ensure sites falling out of the Waste Management Regime do not represent a significant contamination risk for residents. Where no landowner or company exists, the Environment Agency are not able to hold anyone to account on licence obligations such as risk from landfill gas. Rather than just revoking the licence, the EA have been working with WRS to ensure risks are assessed first jointly so resource is effectively used to manage the risks involved responsibly and effectively according to priority.

Planning obligations continue to be the main source of resolution for potential contamination issues and the expertise that WRS holds in this regard has been utilised heavily with Worcestershire Planning consultations but additionally in generating income through contracts with Gloucester City Council and South Gloucestershire Council for Contaminated Land advice.

Environmental Permitting Overview - Richard Williams (Senior Practitioner)

Defra annual PPC survey completed for each district and submitted to Defra.EPRTR (Pollutant Transfer Register) notices served on all A2 processes, submitted data checked and submitted to Defra. 2015-16 round of returns now being completed and Authorities will soon receive the fee scheme for each respective process.

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. The transfer has now been successfully completed to Phoenix Rendering Ltd. and amended. WRS are now awaiting notification of the re-commissioning of the plant. It is anticipated that this may take some time.
3. MPB Garden Buildings, MPB to convert process to water based 'decorative' coating material, they currently use a high VOC based coating. This work is on going and due to be completed in October 2015.
4. Application for an A2 Tyre Pyrolysis Process due any day. The application for A2 Tyre Pyrolysis Process was successfully made and will be subject to a schedule 4 notice until the processing operation is finalised. WRS continues to work with AVC who are currently commissioning this unique type of hydrocarbon cracking process, and will seek to fine tune the permit and report its outcomes to DEFRA and the Environment Agency.
6. Working with Wienerburger (Brick Manufacturer) on Hydrogen Fluoride emissions We have advised these companies on the current Defra guidance and varied the permit to reflect a more relaxed approach to regulation on the site. An average HF emission limit has been agreed with strict criteria and conditions.
7. A significant overhaul of the permitting scheme has taken place over the year in relation to database management and countywide processes are now maintained on one database. In addition to this all simplified permitting has been completed for several industry sectors ranging from car refinishing, concrete batching plants, petroleum vapour recovery and dry cleaners etc.

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

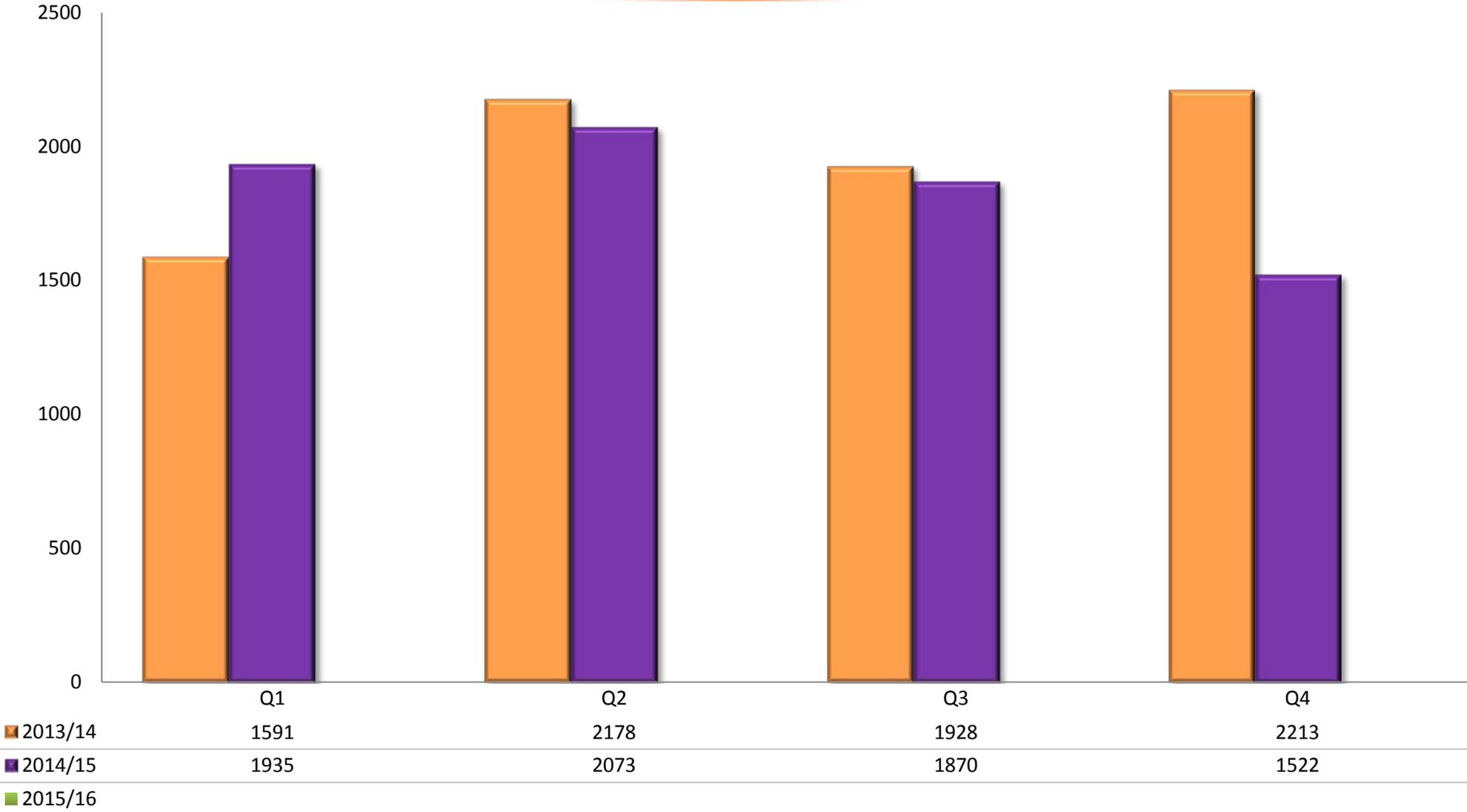
The bar charts show a reduction in the number of complaints. This is attributable to a computer glitch where the WRS IT system stopped communicating with the Citizens Advice Consumer Services (CACS) database and the complaints were not loaded onto our database for around a month. This was not a barrier to the service continuing as WRS officers could log into the CACS directly in order to identify complaints that required action by this service, so we were still able to react where necessary.

The chart shows that the main causes for complaint are second-hand cars, home maintenance and furniture. Priority areas for investigation by the team are rogue traders preying on vulnerable people, unsafe consumer products that have caused/have the potential to cause injury and issues involving significant economic detriment. Activity is also tasked where a trader has a significant number of complaints recorded against him/her.

One of the team's three Senior Practitioners left the service during March. This vastly experienced officer was a nationally recognised specialist in product safety and was also responsible for coordinating the externally funded animal feed activities. Her departure was a significant loss to the team. Prior to her departure she devoted a great deal of effort into ensuring that the feed inspection programme was completed. At the year-end 151 feed/ food hygiene inspections had been completed at primary production premises (primarily livestock farms) and 86 at non-primary production premises (primarily feed manufacturers and on-farm feed mixers) earning the service in excess of £57000.

Priority Hire Ltd and Loyd Chandler appeared at Worcester Crown Court on the 16th February and pleaded guilty to offences relating to an Audi A6 and a BMW with false mileage readings. The company was fined £3750, Mr Chandler was also fined £3750 and costs of £3,788.12 were awarded to the prosecution. Several other cases are in the court system awaiting hearings.

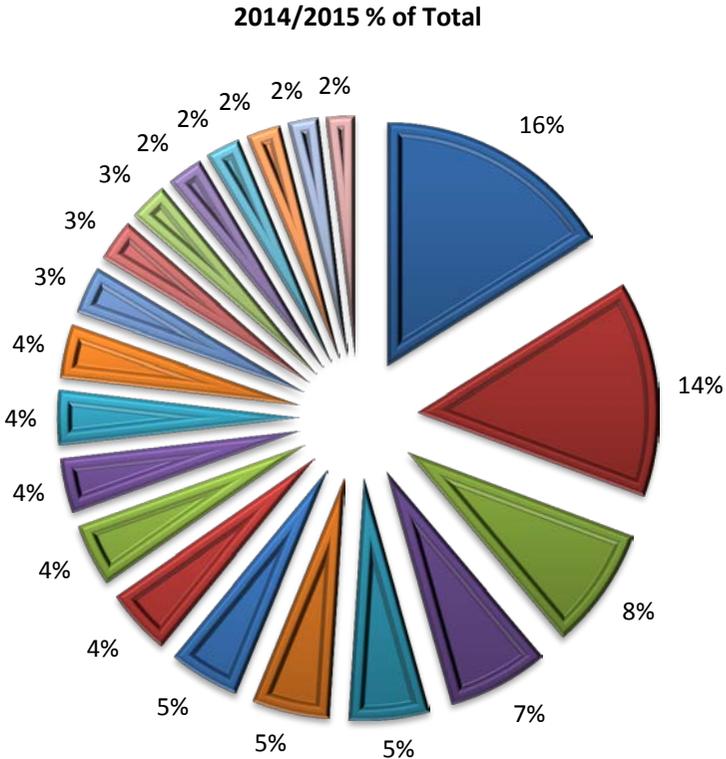
Consumer Complaints



Consumer Complaints (continued)

Top 20 Consumer Complaint Categories 2014/15 Total

Category	Total
Second Hand Cars	899
Home Maintenance and Improvements	802
Furniture	455
Clothing and clothing fabric	378
Telecommunications	299
Food and Drink	288
Personal Computers, accessories, software and services	264
Other Personal Goods and Services	247
Professional Services	232
Industrial/commercial goods and services	201
Large Domestic Appliances	200
Car repairs and servicing	197
Gardening products and services	178
Toiletries, perfumes, beauty treatments and hairdressing	156
Small Domestic Appliances	145
Audio-visual	135
Glazing Products and Installations	129
Petrol and Oil	128
Insurance	113
Pets and Veterinarian Products/Services	107



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. Surgeries 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 on-going 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 led to improved response rates and outcomes for customers.

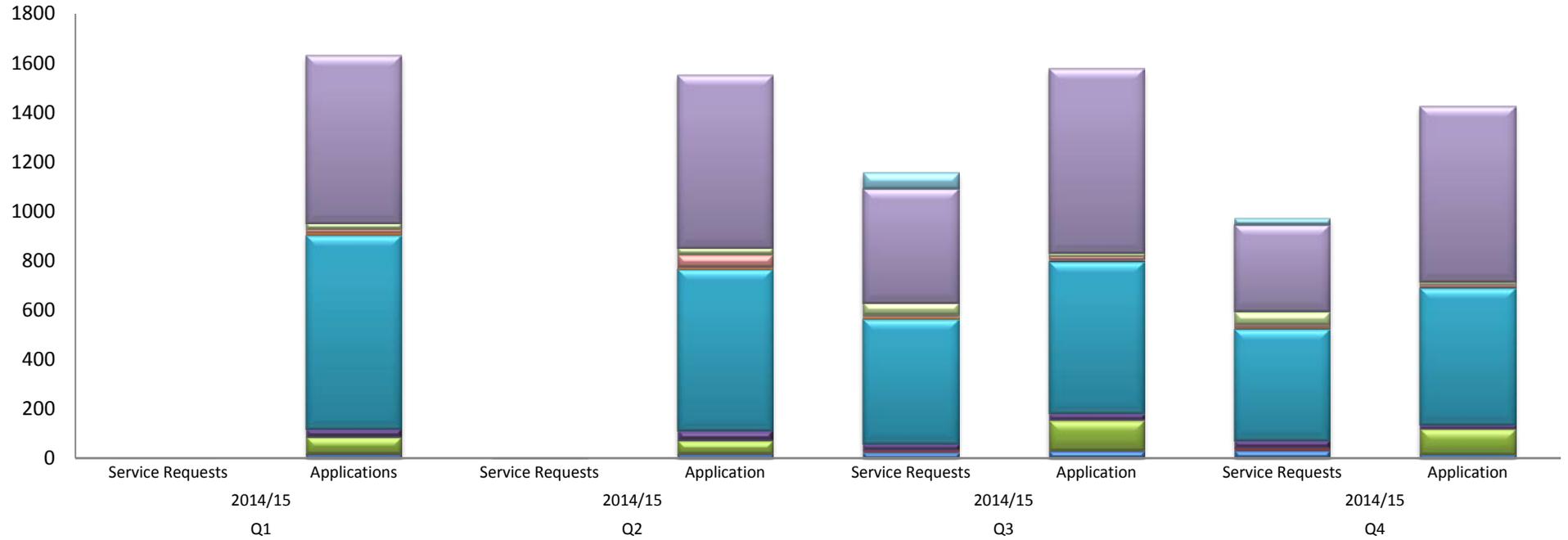
The two major areas of work for Licensing are the Licensing Act 2003 and Hackney Carriage and Private Hire licensing with over 2,230 licensed premises within Worcestershire and over 1,700 drivers, 1,500 vehicles and 110 Operators.

Performance indicators within the annual report show that approximately 7% of licenced premises ie. Pubs and clubs have been the subject of some form of complaint almost always related to noise during the year. Most of these complaints are very low level although the impact on the local community is high, the vast majority are settled by mediation carried out by licensing officers.

Performance indicators would indicate a safe fleet with a very small percentage of vehicle operating with mechanical or other defects (less than 1%) across the County. Vetting of drivers continues to be a priority and Licensing Authorities have prevented a small but important number of potential drivers from getting a licence by deeming them not to be fit and proper persons.

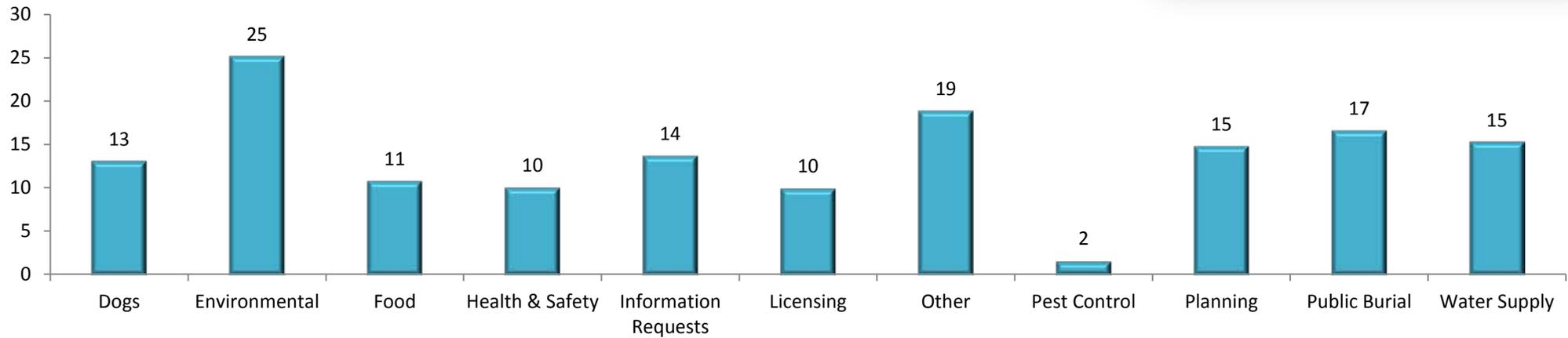
Licensing enforcement – Officers have undertaken a number of visits and enforcement duties relating to taxi, alcohol licensed premises and animal licensed premises throughout the county as indicated within the report.

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	26	0
■ Taxi		681	1	702	463	749	351	712
■ Street	0	25	0	27	46	12	52	10
■ Skin Piercing	0	12	0	50	6	15	10	9
■ Sex Establishment	0	1	0	2	3	4	3	4
■ Scrap Metal	0	10	0	7	9	2	6	2
■ Licensing Act		784	0	651	506	615	451	554
■ Gambling	0	33	0	42	25	27	31	17
■ Charity		68		53		123		103
■ Caravan	0	4	0	3	9	2	11	2
■ Animal	0	15	0	16	25	30	31	14

Environmental Health Average end-2-end time in days



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

