



Worcestershire
Regulatory Services
Supporting and protecting you

Activity Report 2015/16

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

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District Overview

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Service Overview

Simon Wilkes & Mark Kay

Business Managers

Welcome to the activity data for quarter one 2015/16. This report continues to evolve and we constantly try and improve how we present the information and we hope you will find this informative once again. Each of the Team managers give an overview of their teams work during the quarter and will highlight any significant changes. We are now in a position to compare activity with the same quarter last year and what is apparent is that in many areas demand for the services Worcestershire regulatory services delivers is still increasing and that the service is still performing well notwithstanding this increased workload.

We are aware that some boundary changes have occurred which make some parishes redundant and we are working to enable our reporting to cover these new areas. However in order to compare year on year the previous Parishes(Boundaries) will continue to appear for some time yet. If you require any further information please contact either of us and please do share this information with other members in your Authorities to highlight the excellent work that the WRS team is doing.



Simon Wilkes



Mark Kay



Bromsgrove
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Environmental Health Overview

David Mellors

Community Environmental Health Manager

The team's activity in the first quarter has been focussed on the investigation of nuisance, food safety and health and safety service requests and the commencement of this year's food safety inspection programme. 353 Food Hygiene inspections were carried out in the period and the team dealt with 933 service requests, 394 of which were in respect of noise issues. This includes an upsurge in nuisance problems caused by motorsport activities in the County.

There are currently 12 enforcement cases either in the court system or in the final stages of investigation, with several serious accident investigations (including two fatalities) continuing to put pressure on resources. On-going investigations include a dangerous occurrence involving a child in a major retailer, a fatality linked to a builder's merchant, a fall resulting in a fatality at a public house and a serious incident at a warehouse where an employee's foot was crushed under two tonnes of fork lift truck battery. One case is currently with the Crown Prosecution Service who will be prosecuting health and safety matters on our behalf together with the Police charges issued.

Four simple cautions were issued to individuals in respect of Food Hygiene contraventions.

The contract to provide pollution work for Tewkesbury Borough Council has been extended into August 2015, providing an income which is being re-invested in the service. Work continues with 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.

The first quarter also saw the development of the WRS Healthier Food Award which will be piloted in Worcester following a soft launch in August. Worcester Bid and Worcester University have been very supportive with the University providing students from their Business Studies group to help with various aspects of promotion. The aim is to roll this out county-wide.

Another successful Asian Business Forum was held in May, the aim of which was to improve awareness of, and compliance with, Food and Health and Safety legislation in the sector.



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Worcester
CITY COUNCIL

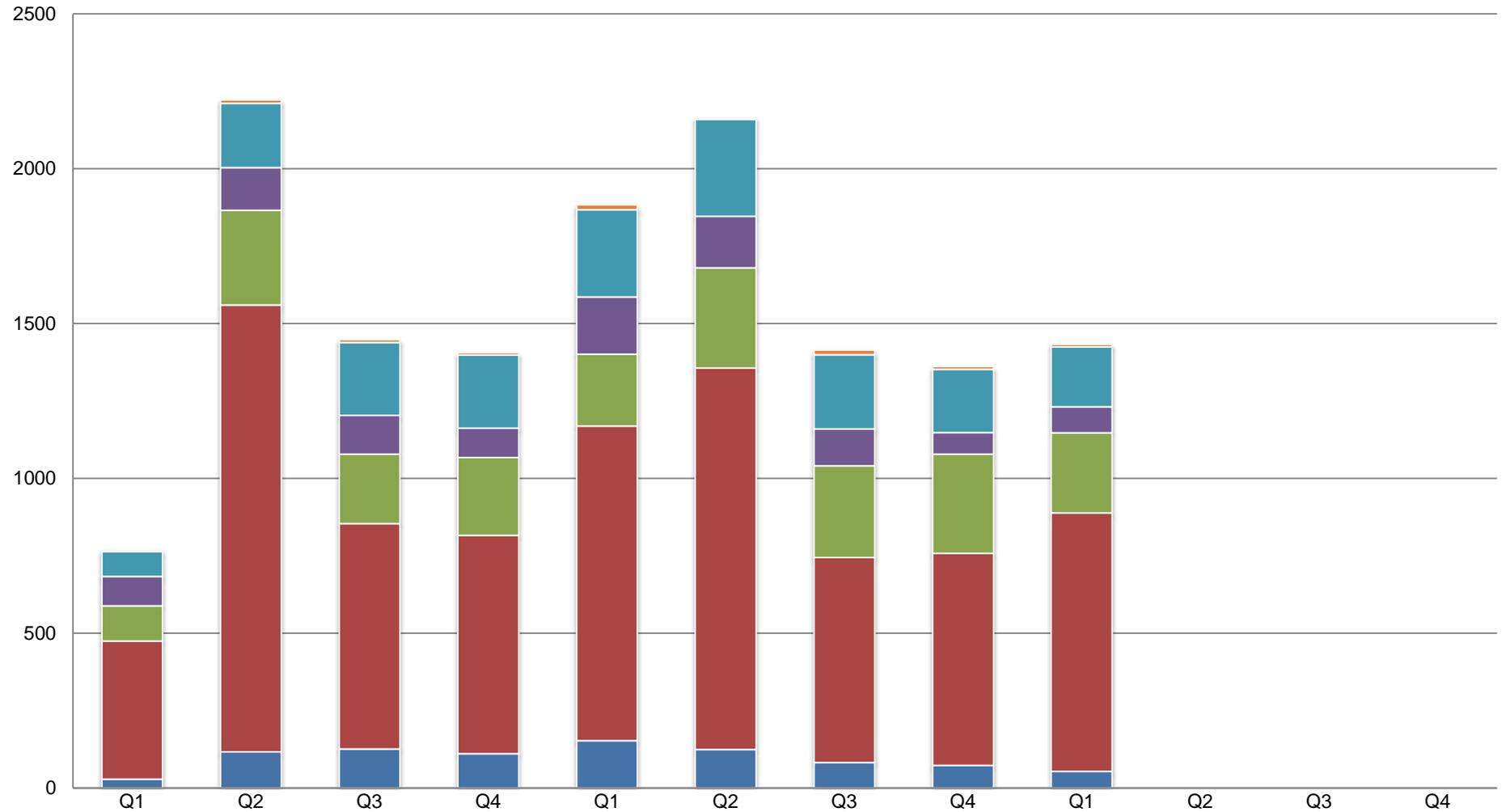


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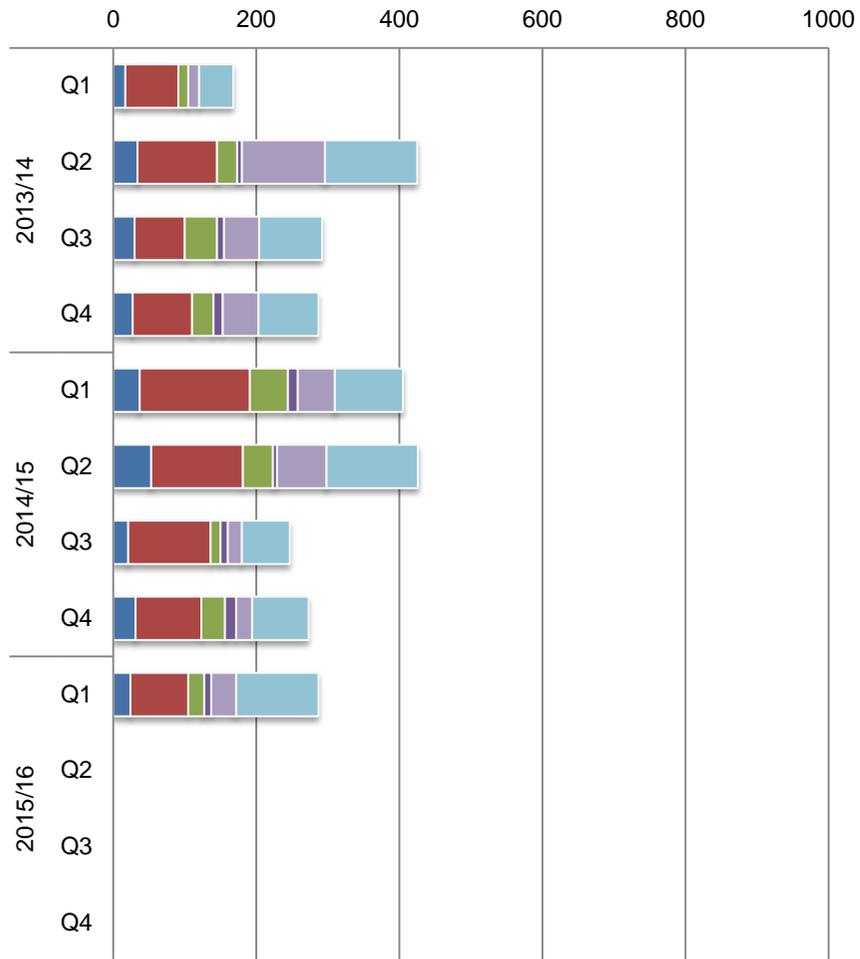
Wyre Forest
District Council

Environmental Health Service Requests



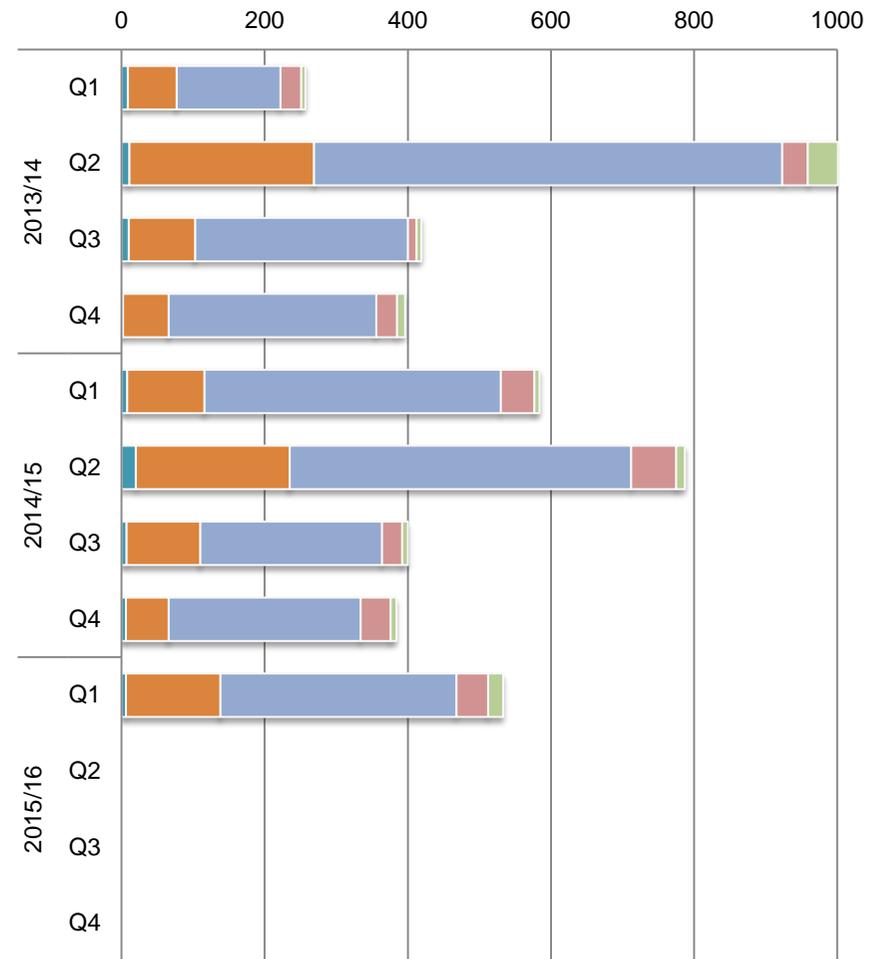
	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Public Burial	5	11	9	8	16	5	15	9	9	0	0	0
Information Requests	81	208	236	236	281	313	239	204	193	0	0	0
Health & Safety	95	138	125	95	185	166	120	70	84	0	0	0
Food	113	305	224	251	232	324	295	320	259	0	0	0
Environmental	446	1443	728	705	1016	1231	662	685	834	0	0	0
Dog Control	29	117	126	111	153	125	83	73	54	0	0	0

Nuisance Cases (excluding noise)



- Accumulations - Commercial
- Accumulations - Domestic
- Drainage
- Light Nuisance
- Odour
- Smoke, Fumes and Gases

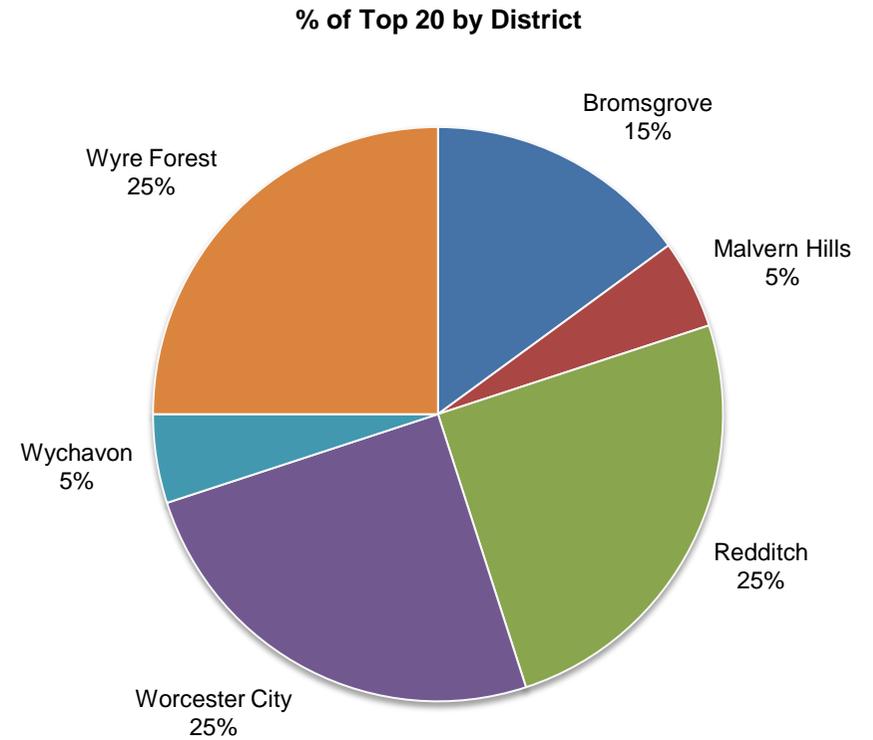
Noise Cases



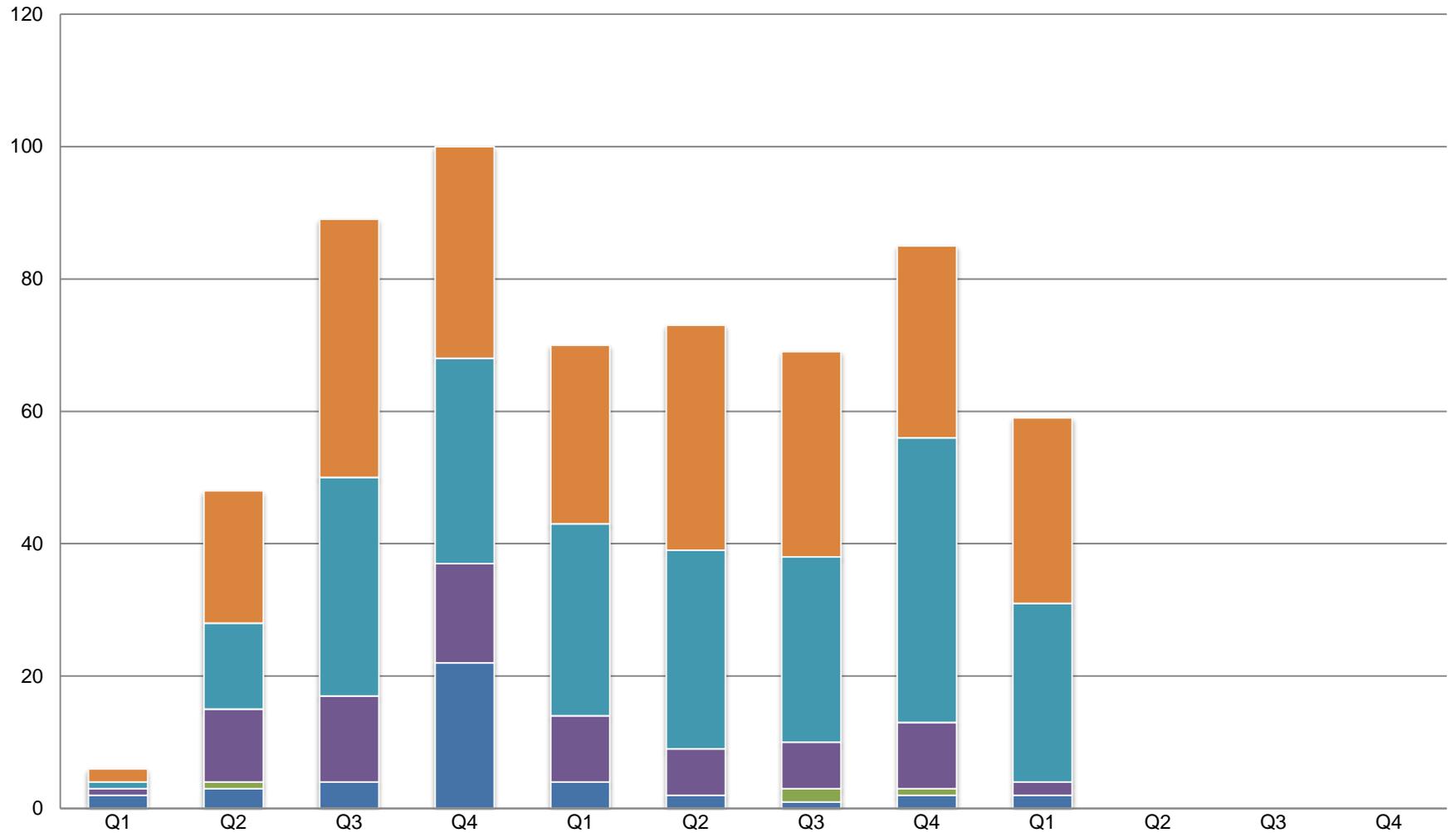
- Noise - Alarm
- Noise - Commercial Premises
- Noise - Domestic
- Noise - Industrial or Agricultural
- Noise - Street

Noise Cases by Ward (top 20)

Ward	Total	Population	Rate (%)
Cathedral	22	10372	0.21%
Charford	13	6639	0.20%
Church Hill	12	7982	0.15%
Nunnery	11	8103	0.14%
Gorse Hill	10	5353	0.19%
Lodge Park	10	5740	0.17%
Central (Redditch)	10	6529	0.15%
Warndon	9	5812	0.15%
Greenhill	8	8003	0.10%
Rainbow Hill	8	5865	0.14%
Upton and Hanley	8	4265	0.19%
Alvechurch	8	6675	0.12%
Lickhill	7	6805	0.10%
Winyates	7	8409	0.08%
Greenlands	7	8984	0.08%
Sidemoor	7	5171	0.14%
Rock	6	2461	0.24%
Franche	6	6823	0.09%
Blakedown and Chaddesley	6	4152	0.14%
Ombersley	6	2364	0.25%

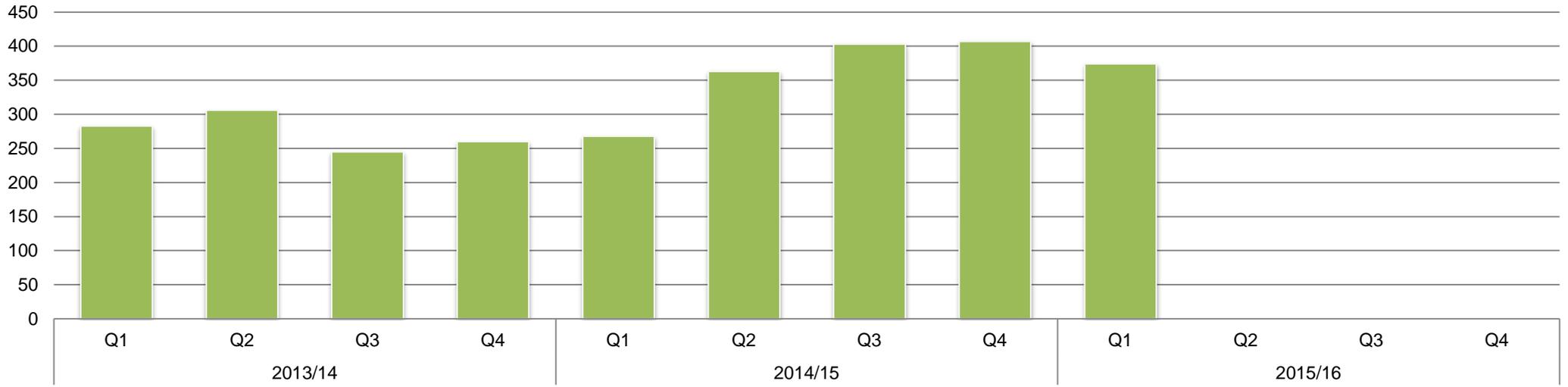


Accident Reports

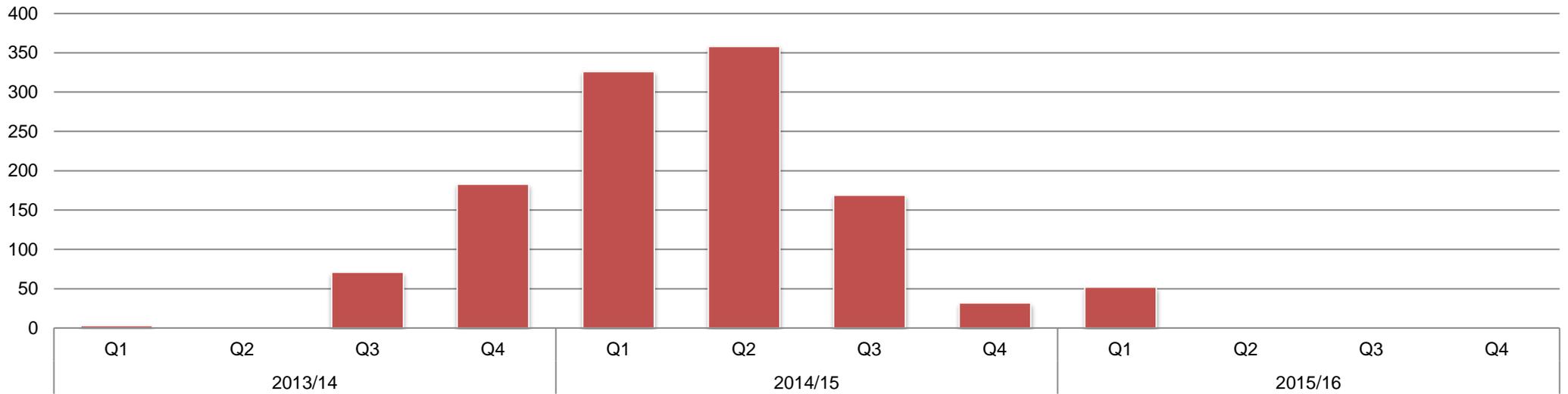


	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Injury to Member of the Public	2	20	39	32	27	34	31	29	28	0	0	0
Over 7 Day Injury	1	13	33	31	29	30	28	43	27	0	0	0
Major Incident	1	11	13	15	10	7	7	10	2	0	0	0
Fatality	0	1	0	0	0	0	2	1	0	0	0	0
Reportable Disease	0	0	0	0	0	0	0	0	0	0	0	0
Dangerous Occurrence	2	3	4	22	4	2	1	2	2	0	0	0

FHRS Inspections



Infectious Disease Notifications



Technical Pollution Overview

Mark Cox

Acting Technical Pollution Manager

The Dog Warden Service has continued to provide a high standard of work in a high demand area across the six Worcestershire Districts and three Gloucestershire Districts. The Gloucestershire contract commenced in February with no adverse effects on the level of service due to the focus of resource during quiet times with assessing dogs in readiness for rehoming should they remain unclaimed. The consistency of service assists stray dogs to be rehomed with owners as we have a more extensive lost and found register of stray dogs than any individual District may be able to hold.

Working with Worcester City Council options for gull control going forward are being developed ahead of next year's breeding season. During the first quarter the pest control contract for the four Districts offering domestic treatments was tendered with a number of elements included in the contract to minimise costs to the local authorities but maintaining standards. These include elimination of false call outs (for non-qualifying benefits and pests) by improving delivery of advice ahead of treatment and providing a more cost effective method of service promotion and delivery.

Air Quality

Focus this quarter has been on reporting to Defra as part of the annual reporting requirement of the Air Quality Action Plan Progress Report. As WRS cover the work for the six Worcestershire Districts, one plan was produced in 2014 and one Progress Report has been produced this quarter for all districts and all progress undertaken. This is a mammoth report and will be subject to limited consultation prior to submission to Defra this summer. The report provides an update on all work undertaken to progress the priority actions in attempts to resolve air quality issues in the Air Quality Management Areas around Worcestershire. Those actions include assisting with the submission to government on funding for a Low Emission Bus Strategy in Worcester City; liaison with Hagley residents on their role with air quality concerns in their area; and Hartlebury Parish Council on air quality concerns in theirs.

Due to concerns with air quality in Foregate Street, Worcester work has continued to install a Nitrogen Dioxide Continuous Analyser which will be used to monitor air quality for six months.

Work has commenced on all six Worcestershire Updating and Screening Assessments required by Defra this year which follows drafting of the same for Herefordshire Council this month.

Contaminated Land

The overwhelming majority of work towards resolving issues of contamination on land is undertaken in prevention through the Planning regime, however complaints and concerns continue to come forward. At Buckle Street, Honeybourne immediate concerns around a historic landfill site were resolved. Investigation continues on a landfill site in the western area of Bromsgrove District to establish if there is an immanent risk to local residents where a ground survey is being arranged. For Marlpool Drive residents in Redditch, support continues to be provided for the active remediation scheme in place to protect them from landfill gas.

As well as Worcestershire Districts, contracts are in place offering a consistent service for Gloucester City Council and in supporting South Gloucestershire Council in providing the same.

Environmental Permitting

Throughout the year inspections continue to be carried out along with administration of new applications / variations / transfers and surrenders of permits. Mid year inspection trends suggest that general compliance across permitted activities is up on previous years.

The Defra annual PPC survey and EU EPRTR (Pollutant Transfer Register) have been completed for each district and submitted to DEFRA successfully for 2014-15.

Significant Industry Sector Developments & Compliance

Timber Treatment & Manufacturing - All timber treatment processes within the county are now permitted under the A2 regime. MPB Garden buildings are on schedule to be VOC and preservative free by October 2015.

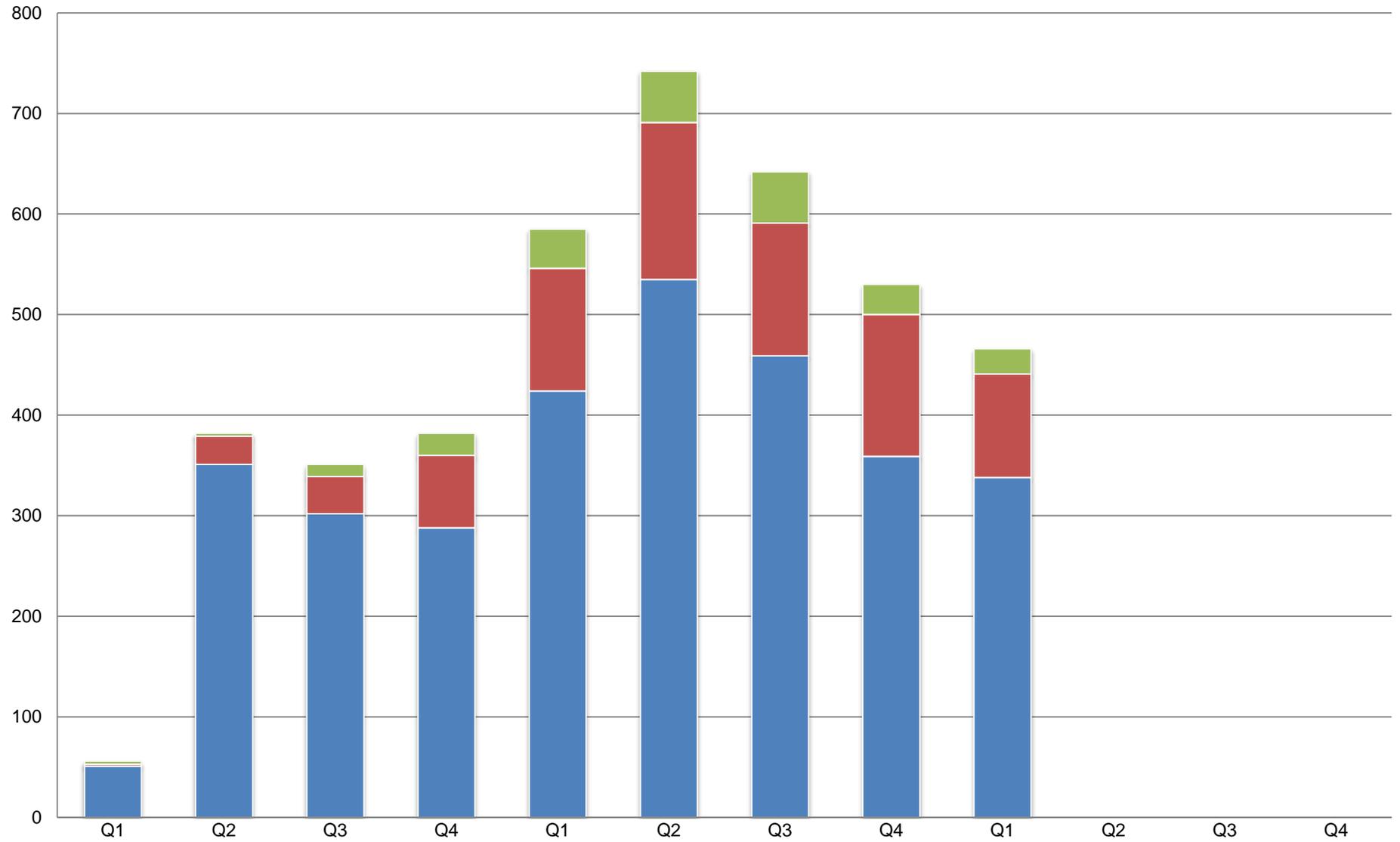
SED Processes & Printing Activities - Permitted process compliance in this sector has continued to improve generally with all of the companies continuing to deliver reductions in solvent consumption where applicable. WRS are currently working with AMCOR and Morgan Cars to resolve odour issues with their manufacturing processes and are currently investigating another company in the Worcester City area for operating printing activities without a permit or abatement.

Pyrolysis Activities - Work continues with AVC in Redditch who are commissioning a unique type of hydrocarbon cracking process. The company has ceased research into processing used car tyres due to complications with the chemistry and are now exploring the use of simpler hydrocarbons such as non chlorinated plastics. WRS continue to collaborate with the company and are developing the regulatory framework for this process in consultation with DEFRA and the Environment Agency. The process remains subject to Schedule 4 notice action due to the R&D phase of commissioning.

Brickworks - The HF reductions scheme developed in 2014 with the company continues to be successful and they are currently working with WRS to deliver noise reduction improvements as part of the on going requirements for noise emissions under the A2 regime.

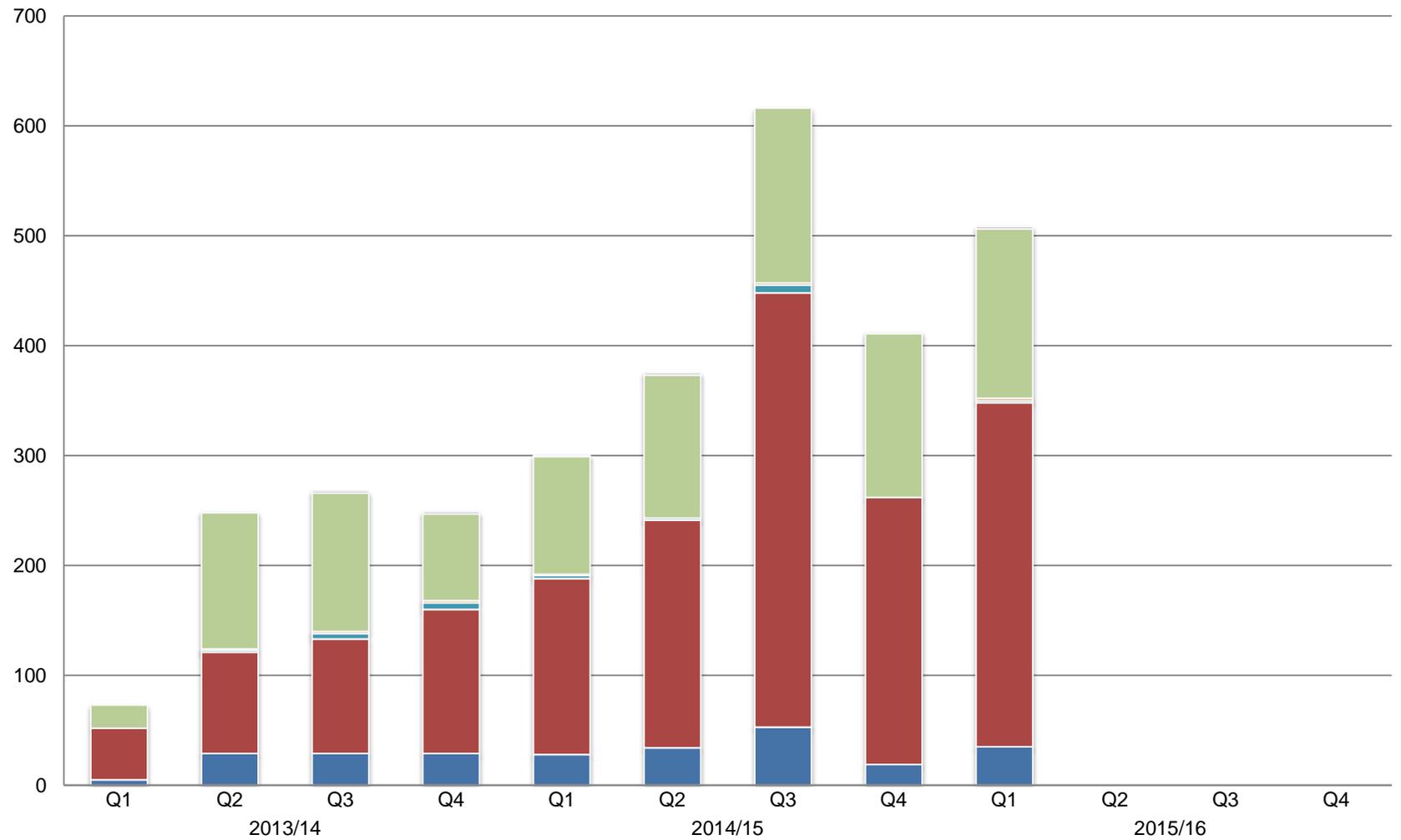
Petroleum - Several new petroleum sites and rebuilds have been commissioned and permitted during the course of the year most notably in the Redditch and Wychavon areas of the county.

Dog Control

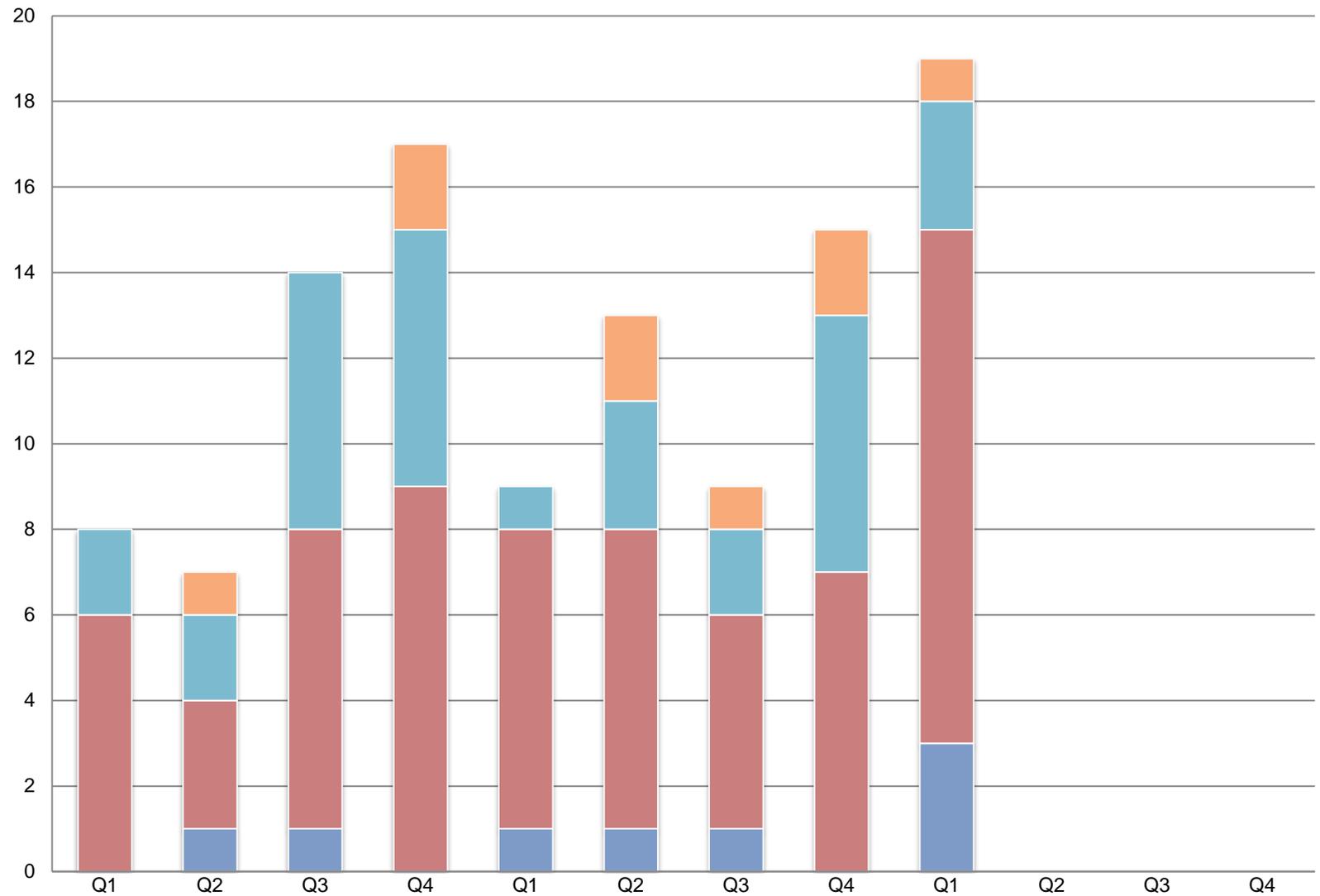


	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Loose Straying Dog	3	3	12	22	39	51	51	30	25	0	0	0
Report of Lost Dog	2	28	37	72	122	156	132	141	103	0	0	0
Contained Stray Dog	51	351	302	288	424	535	459	359	338	0	0	0

Planning Requests



	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
■ Consultation - Private Water Supplies	0	0	0	0	1	0	0	0	0	0	0	0
■ Consultation - PPC	1	2	2	2	0	2	0	1	2	0	0	0
■ Consultation - Nuisance / Noise	21	124	126	79	107	130	159	149	154	0	0	0
■ Consultation - Health and Safety	1	2	2	2	1	0	2	0	2	0	0	0
■ Consultation - Food	2	5	5	6	3	2	7	0	2	0	0	0
■ Consultation - Contaminated Land	47	92	104	131	160	207	395	243	313	0	0	0
■ Consultation - Air Quality	5	29	29	29	28	34	53	19	35	0	0	0



	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Request to Discharge - Nuisance	0	1	0	2	0	2	1	2	1	0	0	0
Request to Discharge - Noise	2	2	6	6	1	3	2	6	3	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	7	7	5	7	12	0	0	0
Request to Discharge - Air Quality	0	1	1	0	1	1	1	0	3	0	0	0

Trading Standards and Animal Health Overview

Chris Phillips

Trading Standards and Animal Health Manager

The chart shows the number of complaints has continued at the levels recorded towards the end of last year. Second hand cars continue to be the main source of complaints with home maintenance and home improvements a close second. As mentioned in previous updates, 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.

A total of 16 tasking forms have been submitted to the Trading Standards & Animal Health tasking group for consideration for allocation of resources for action during the first quarter and action taken has varied from continuing to monitor complaint levels to a full operational response to building a case for prosecution.

In addition to complaints a number of food sampling projects are underway and 68 samples have been submitted to the public analyst during the first quarter. These cover a wide range of products, from meat products being tested for meat species and content to foods being tested for the presence of undeclared allergens such as peanut.

A number of cases continue to work their way through the court system. A case involving a man found in possession of a van containing counterfeit clothing has resulted in a warrant without bail being issued against the defendant who failed to appear in court.

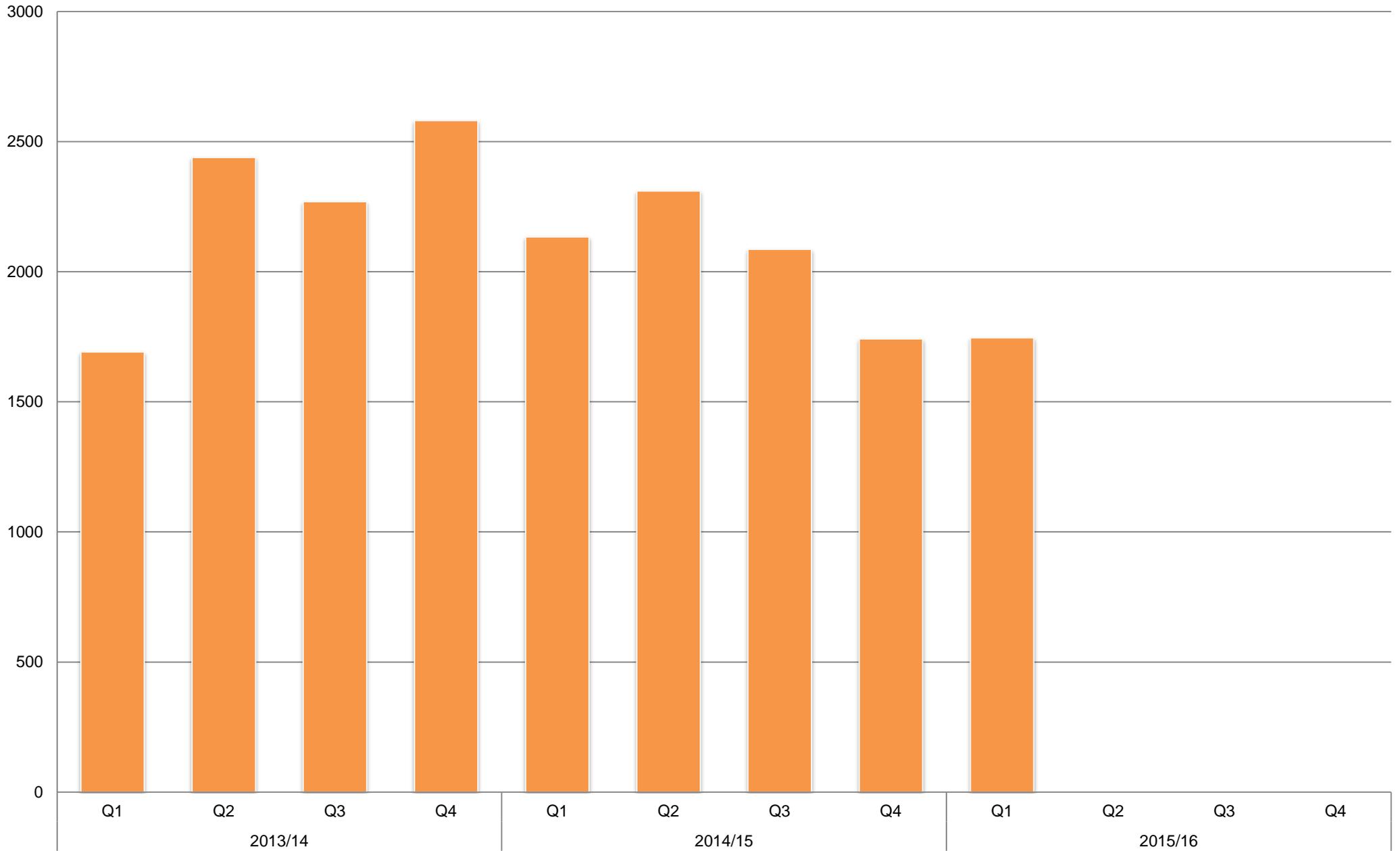
Another case, against Harvil Shaw, resulted in a 2 year prison sentence being imposed for Fraud Act and Consumer Protection from Unfair Trading Regulations offences. The offences included use of a false name to hide his history from Internet searches and false claims regarding membership of trade associations and insurance backing for the product.

The Judge when summing up referred to Mr Shaw as a common criminal, a conman who had caused loss to decent trusting people. The loss was not only financial but the anxiety and stress caused to actual victims.

Costs in the sum of £8,824 were sought and the judge ordered a contribution of costs of £5,000. An application was also made for disqualification as a director and the judge made an order that he be disqualified for a period of 10 years.

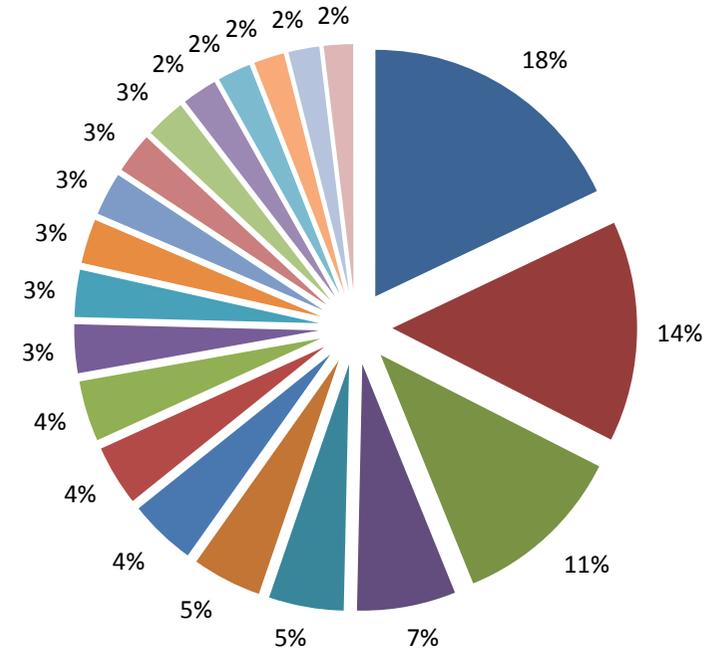
There are two other cases waiting to be heard – one relating to the possession of non-duty paid cigarettes and the other for various fraud offences relating to a kitchen fitter.

Trading Standards and Animal Health Service Requests



Top 20 Complaint and Enquiry Categories

Category	Total	%
Second Hand Cars	204	13.4%
Home Maintenance and Improvements	164	10.8%
Clothing and clothing fabric	129	8.5%
Furniture	74	4.9%
Food and Drink	56	3.7%
Industrial/commercial goods and services	52	3.4%
Telecommunications	50	3.3%
Professional Services	45	3.0%
Gardening products and services	45	3.0%
Other Personal Goods and Services	36	2.4%
Toiletries, perfumes, beauty treatments and hairdressing	35	2.3%
Personal Computers, accessories, software and services	33	2.2%
Large Domestic Appliances	32	2.1%
Petrol and Oil	30	2.0%
Car repairs and servicing	30	2.0%
Insurance	26	1.7%
Sports and hobby equipment and services	25	1.6%
Pets and Veterinarian Products/Services	23	1.5%
Small Domestic Appliances	23	1.5%
Glazing Products and Installations	22	1.4%



Licensing Overview

Sue Garratt

Licensing and Support Manager

Licensing and Support Services has continued to undertake its duties in relation to all licensing matters on behalf of the District Council's within Worcestershire. Improvements have been made in how we report activity data, for example in quarter 3 last year we added reporting on activity data for licensing service requests.

We continue to deliver Licensing Surgeries in each district and this is still a popular route for applicants to be able to visit and see a Licensing Officer for general advice and assistance on all licensing matters. The Licensing Duty officer role is now embedded within the duty officer team; a licensing officer sits with the Duty Officer team daily answering all incoming telephone and email enquiries for licensing at point of entry into the service, this role is continuing to be developed and is proving a valuable resource, providing improved response rates and quicker outcomes for customers accessing our service in that manner and an available resource for other duty officers to learn from.

There has been a reported 6.5% increase in licensing applications; this increase is based against 14/15 licence figures, with the majority of those continuing to be licence applications and variations under the Licensing Act 2003 and Hackney Carriage and Private Hire Licensing.

Licensing enforcement – Officers have again undertaken a number of visits and proactive works with regards to Hackney Carriage and Private Hire licensing, joining with the County Council and VOSA ensuring that Hackney Carriages and Private Hire Vehicles are safe in relation to children to school transport contracts.



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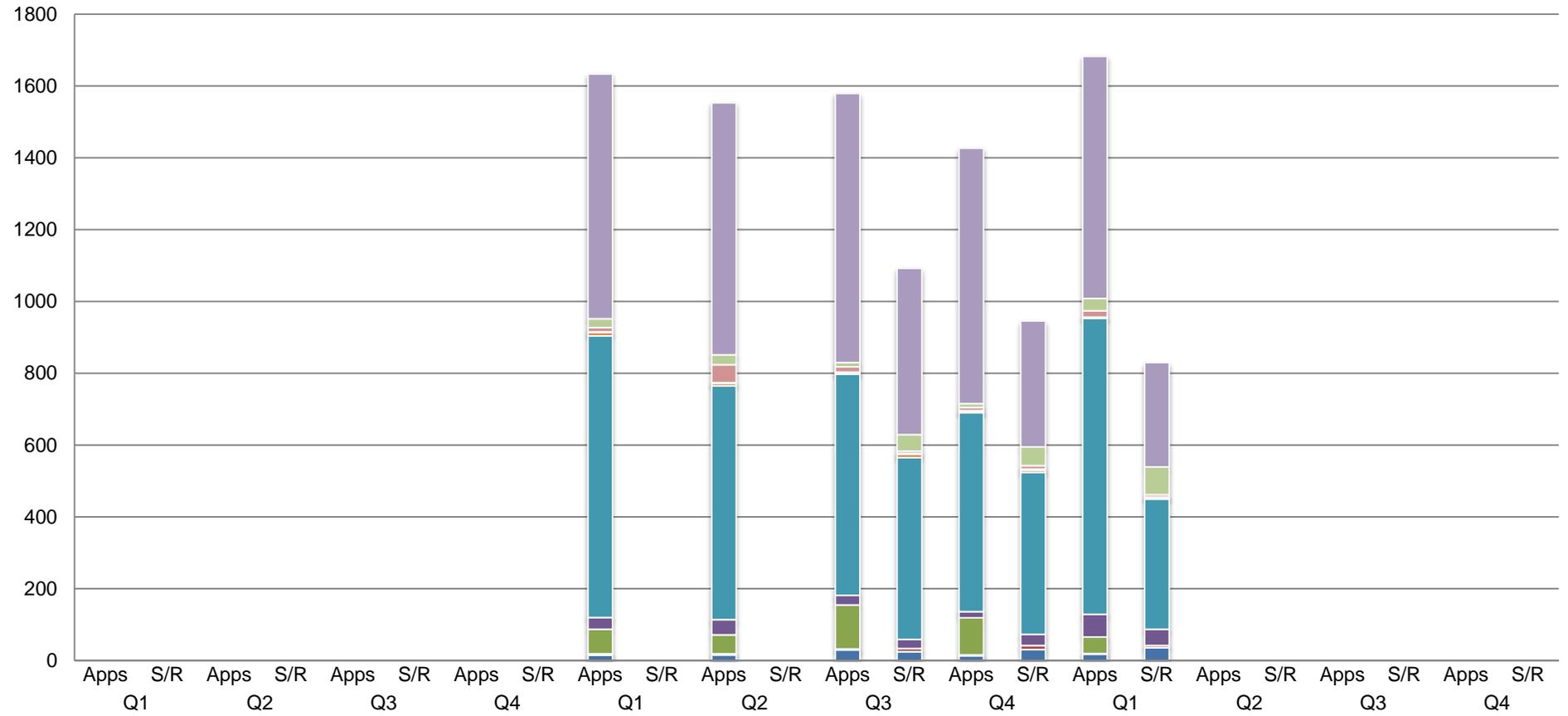


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Wyre Forest
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Licensing Applications and Service Requests



	2013/14				2014/15				2015/16											
	Apps	S/R	Apps	S/R	Apps	S/R	Apps	S/R	Apps	S/R	Apps	S/R								
Taxi					681		702		749	463	712	351	674	291	0	0	0	0	0	0
Street					25		27		12	46	10	52	34	77	0	0	0	0	0	0
Skin Piercing					12		50		15	6	9	10	18	7	0	0	0	0	0	0
Sex Establishment					1		2		4	3	4	3	0	1	0	0	0	0	0	0
Scrap Metal					10		7		2	9	2	6	3	4	0	0	0	0	0	0
Licensing Act					784		651		615	506	554	451	824	363	0	0	0	0	0	0
Gambling					33		42		27	25	17	31	63	45	0	0	0	0	0	0
Charity					68		53		123		103		46		0		0		0	
Caravan					4		3		2	9	2	11	2	6	0	0	0	0	0	0
Animal					15		16		30	25	14	31	18	36	0	0	0	0	0	0



The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Bromsgrove. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Dog Control	4	0	0	0	4	2.0%
Environmental	129	0	0	0	129	63.9%
Food	32	0	0	0	32	15.8%
Health & Safety	10	0	0	0	10	5.0%
Information Requests	25	0	0	0	25	12.4%
Public Burial	2	0	0	0	2	1.0%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	4	0	0	0	4	3.1%
Accumulations - Domestic	8	0	0	0	8	6.3%
Drainage	9	0	0	0	9	7.1%
Light Nuisance	1	0	0	0	1	0.8%
Noise - Alarm	1	0	0	0	1	0.8%
Noise - Commercial Premises	11	0	0	0	11	8.7%
Noise - Domestic	57	0	0	0	57	44.9%
Noise - Industrial or Agricultural	8	0	0	0	8	6.3%
Noise - Street	5	0	0	0	5	3.9%
Odour	5	0	0	0	5	3.9%
Smoke, Fumes and Gases	18	0	0	0	18	14.2%

The table below shows the top 5 wards within the district of Bromsgrove with the highest incident rate for noise cases during 2015/16.

Ward	Total	Population	% Rate
Charford	13	6,639	0.20%
Alvechurch	8	6,675	0.12%
Sidemoor	7	5,171	0.14%
Stoke Prior	6	2,084	0.29%
Norton	5	5,045	0.10%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Bromsgrove. Dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS

Accident Reports	Q1	Q2	Q3	Q4	Total	% Split
Dangerous Occurance	0	0	0	0	0	0.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	0	0	0	0	0.0%
Over 7 Day Injury	9	0	0	0	9	75.0%
Injury to Member of the Public	3	0	0	0	3	25.0%

Number of FHRS Inspections 57

Infectious Disease Notifications 7

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	29	0	0	0	29	67.4%
Report of Lost Dog	10	0	0	0	10	23.3%
Loose Straying Dog	4	0	0	0	4	9.3%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	4	0	0	0	4	5.6%
Contaminated Land	48	0	0	0	48	67.6%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	18	0	0	0	18	25.4%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

Requests to Discharge

Air Quality	0	0	0	0	0	0.0%
Contaminated Land	1	0	0	0	1	1.4%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	0	0	0	0	0.0%
Nuisance	0	0	0	0	0	0.0%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Bromsgrove.

Licensing Applications	Q1	Q2	Q3	Q4	Total	% Split
Animal	2	0	0	0	2	0.9%
Caravan	0	0	0	0	0	0.0%
Charity	3	0	0	0	3	1.4%
Gambling	2	0	0	0	2	0.9%
Licensing Act	97	0	0	0	97	46.0%
Scrap Metal	1	0	0	0	1	0.5%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	1	0	0	0	1	0.5%
Street	3	0	0	0	3	1.4%
Taxi	102	0	0	0	102	48.3%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Bromsgrove.

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Animal	10	0	0	0	10	8.9%
Caravan	0	0	0	0	0	0.0%
Gambling	5	0	0	0	5	4.5%
Licensing Act	58	0	0	0	58	51.8%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	1	0	0	0	1	0.9%
Street	8	0	0	0	8	7.1%
Taxi	30	0	0	0	30	26.8%
Surgery Requests	12					

The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Malvern Hills. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Dog Control	5	0	0	0	5	3.2%
Environmental	96	0	0	0	96	60.8%
Food	24	0	0	0	24	15.2%
Health & Safety	6	0	0	0	6	3.8%
Information Requests	26	0	0	0	26	16.5%
Public Burial	1	0	0	0	1	0.6%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	5	0	0	0	5	5.4%
Accumulations - Domestic	6	0	0	0	6	6.5%
Drainage	2	0	0	0	2	2.2%
Light Nuisance	1	0	0	0	1	1.1%
Noise - Alarm	1	0	0	0	1	1.1%
Noise - Commercial Premises	12	0	0	0	12	13.0%
Noise - Domestic	29	0	0	0	29	31.5%
Noise - Industrial or Agricultural	10	0	0	0	10	10.9%
Noise - Street	2	0	0	0	2	2.2%
Odour	5	0	0	0	5	5.4%
Smoke, Fumes and Gases	19	0	0	0	19	20.7%

The table below shows the top 5 wards within the district of Malvern Hills with the highest incident rate for noise cases during 2015/16.

Ward	Total	Population	% Rate
Upton and Hanley	8	4,265	0.19%
Hallow	6	1,872	0.32%
Kempsey	4	3,852	0.10%
Dyson Perrins	4	4,207	0.10%
Tenbury	3	3,769	0.08%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Malvern Hills. Dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS

Accident Reports	Q1	Q2	Q3	Q4	Total	% Split
Dangerous Occurance	1	0	0	0	1	12.5%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	0	0	0	0	0.0%
Over 7 Day Injury	3	0	0	0	3	37.5%
Injury to Member of the Public	4	0	0	0	4	50.0%

Number of FHRS Inspections 49

Infectious Disease Notifications 5

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	42	0	0	0	42	72.4%
Report of Lost Dog	13	0	0	0	13	22.4%
Loose Straying Dog	3	0	0	0	3	5.2%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	13	0	0	0	13	13.1%
Contaminated Land	61	0	0	0	61	61.6%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	21	0	0	0	21	21.2%
PPC	1	0	0	0	1	1.0%
Private Water Supplies	0	0	0	0	0	0.0%

Requests to Discharge

Air Quality	0	0	0	0	0	0.0%
Contaminated Land	1	0	0	0	1	1.0%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	2	0	0	0	2	2.0%
Nuisance	0	0	0	0	0	0.0%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Malvern Hills.

Licensing Applications	Q1	Q2	Q3	Q4	Total	% Split
Animal	10	0	0	0	10	4.1%
Caravan	0	0	0	0	0	0.0%
Charity	15	0	0	0	15	6.2%
Gambling	9	0	0	0	9	3.7%
Licensing Act	176	0	0	0	176	72.4%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	3	0	0	0	3	1.2%
Street	0	0	0	0	0	0.0%
Taxi	30	0	0	0	30	12.3%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Malvern Hills.

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Animal	6	0	0	0	6	8.3%
Caravan	0	0	0	0	0	0.0%
Gambling	4	0	0	0	4	5.6%
Licensing Act	38	0	0	0	38	52.8%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	0	0	0	0	0.0%
Street	9	0	0	0	9	12.5%
Taxi	15	0	0	0	15	20.8%
Surgery Requests	4					

The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Redditch. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Dog Control	5	0	0	0	5	2.9%
Environmental	117	0	0	0	117	66.9%
Food	21	0	0	0	21	12.0%
Health & Safety	14	0	0	0	14	8.0%
Information Requests	16	0	0	0	16	9.1%
Public Burial	2	0	0	0	2	1.1%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	3	0	0	0	3	2.6%
Accumulations - Domestic	18	0	0	0	18	15.4%
Drainage	2	0	0	0	2	1.7%
Light Nuisance	1	0	0	0	1	0.9%
Noise - Alarm	0	0	0	0	0	0.0%
Noise - Commercial Premises	17	0	0	0	17	14.5%
Noise - Domestic	60	0	0	0	60	51.3%
Noise - Industrial or Agricultural	1	0	0	0	1	0.9%
Noise - Street	4	0	0	0	4	3.4%
Odour	4	0	0	0	4	3.4%
Smoke, Fumes and Gases	7	0	0	0	7	6.0%

The table below shows the top 5 wards within the district of Redditch with the highest incident rate for noise cases during 2015/16.

Ward	Total	Population	% Rate
Church Hill	12	7,982	0.15%
Lodge Park	10	5,740	0.17%
Central (Redditch)	10	6,529	0.15%
Winyates	7	8,409	0.08%
Greenlands	7	8,984	0.08%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Redditch. Dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections

Accident Reports	Q1	Q2	Q3	Q4	Total	% Split
Dangerous Occurance	1	0	0	0	1	20.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	0	0	0	0	0.0%
Over 7 Day Injury	1	0	0	0	1	20.0%
Injury to Member of the Public	3	0	0	0	3	60.0%

Number of FHRS Inspections 56

Infectious Disease Notifications 6

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	45	0	0	0	45	78.9%
Report of Lost Dog	9	0	0	0	9	15.8%
Loose Straying Dog	3	0	0	0	3	5.3%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	0	0	0	0	0	0.0%
Contaminated Land	34	0	0	0	34	73.9%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	11	0	0	0	11	23.9%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

Requests to Discharge

Air Quality	0	0	0	0	0	0.0%
Contaminated Land	1	0	0	0	1	2.2%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	0	0	0	0	0.0%
Nuisance	0	0	0	0	0	0.0%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Redditch.

Licensing Applications	Q1	Q2	Q3	Q4	Total	% Split
Animal	1	0	0	0	1	0.3%
Caravan	0	0	0	0	0	0.0%
Charity	2	0	0	0	2	0.7%
Gambling	1	0	0	0	1	0.3%
Licensing Act	64	0	0	0	64	21.6%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	2	0	0	0	2	0.7%
Street	0	0	0	0	0	0.0%
Taxi	226	0	0	0	226	76.4%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Redditch.

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Animal	0	0	0	0	0	0.0%
Caravan	0	0	0	0	0	0.0%
Gambling	3	0	0	0	3	2.3%
Licensing Act	32	0	0	0	32	25.0%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	1	0	0	0	1	0.8%
Skin Piercing	3	0	0	0	3	2.3%
Street	6	0	0	0	6	4.7%
Taxi	83	0	0	0	83	64.8%
Surgery Requests	9					

The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Worcester City. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Dog Control	6	0	0	0	6	2.3%
Environmental	160	0	0	0	160	60.8%
Food	53	0	0	0	53	20.2%
Health & Safety	15	0	0	0	15	5.7%
Information Requests	27	0	0	0	27	10.3%
Public Burial	2	0	0	0	2	0.8%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	5	0	0	0	5	3.1%
Accumulations - Domestic	22	0	0	0	22	13.8%
Drainage	2	0	0	0	2	1.3%
Light Nuisance	1	0	0	0	1	0.6%
Noise - Alarm	2	0	0	0	2	1.3%
Noise - Commercial Premises	18	0	0	0	18	11.3%
Noise - Domestic	71	0	0	0	71	44.4%
Noise - Industrial or Agricultural	8	0	0	0	8	5.0%
Noise - Street	4	0	0	0	4	2.5%
Odour	5	0	0	0	5	3.1%
Smoke, Fumes and Gases	22	0	0	0	22	13.8%

The table below shows the top 5 wards within the district of Worcester City with the highest incident rate for noise cases during 2015/16.

Ward	Total	Population	% Rate
Cathedral	22	10,372	0.21%
Nunnery	11	8,103	0.14%
Gorse Hill	10	5,353	0.19%
Warndon	9	5,812	0.15%
Rainbow Hill	8	5,865	0.14%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Worcester City. Dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS

Accident Reports	Q1	Q2	Q3	Q4	Total	% Split
Dangerous Occurance	0	0	0	0	0	0.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	0	0	0	0	0.0%
Over 7 Day Injury	6	0	0	0	6	50.0%
Injury to Member of the Public	6	0	0	0	6	50.0%

Number of FHRS Inspections 62

Infectious Disease Notifications 15

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	61	0	0	0	61	81.3%
Report of Lost Dog	12	0	0	0	12	16.0%
Loose Straying Dog	2	0	0	0	2	2.7%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	1	0	0	0	1	8.3%
Contaminated Land	0	0	0	0	0	0.0%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	11	0	0	0	11	91.7%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

Requests to Discharge

Air Quality	0	0	0	0	0	0.0%
Contaminated Land	0	0	0	0	0	0.0%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	0	0	0	0	0.0%
Nuisance	0	0	0	0	0	0.0%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Worcester City.

Licensing Applications	Q1	Q2	Q3	Q4	Total	% Split
Animal	1	0	0	0	1	0.3%
Caravan	0	0	0	0	0	0.0%
Charity	8	0	0	0	8	2.6%
Gambling	8	0	0	0	8	2.6%
Licensing Act	121	0	0	0	121	39.0%
Scrap Metal	2	0	0	0	2	0.6%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	5	0	0	0	5	1.6%
Street	19	0	0	0	19	6.1%
Taxi	146	0	0	0	146	47.1%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Worcester City.

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Animal	2	0	0	0	2	1.3%
Caravan	0	0	0	0	0	0.0%
Gambling	12	0	0	0	12	7.9%
Licensing Act	57	0	0	0	57	37.7%
Scrap Metal	1	0	0	0	1	0.7%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	1	0	0	0	1	0.7%
Street	21	0	0	0	21	13.9%
Taxi	57	0	0	0	57	37.7%
Surgery Requests	9					

The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Wychavon. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Dog Control	19	0	0	0	19	7.3%
Environmental	148	0	0	0	148	57.1%
Food	48	0	0	0	48	18.5%
Health & Safety	12	0	0	0	12	4.6%
Information Requests	31	0	0	0	31	12.0%
Public Burial	1	0	0	0	1	0.4%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	2	0	0	0	2	1.4%
Accumulations - Domestic	16	0	0	0	16	11.1%
Drainage	5	0	0	0	5	3.5%
Light Nuisance	2	0	0	0	2	1.4%
Noise - Alarm	0	0	0	0	0	0.0%
Noise - Commercial Premises	29	0	0	0	29	20.1%
Noise - Domestic	46	0	0	0	46	31.9%
Noise - Industrial or Agricultural	7	0	0	0	7	4.9%
Noise - Street	1	0	0	0	1	0.7%
Odour	8	0	0	0	8	5.6%
Smoke, Fumes and Gases	28	0	0	0	28	19.4%

The table below shows the top 5 wards within the district of Wychavon with the highest incident rate for noise cases during 2015/16.

Ward	Total	Population	% Rate
Ombersley	6	2,364	0.25%
Pinvin	5	2,973	0.17%
Evesham North	5	5,079	0.10%
Droitwich East	5	5,467	0.09%
Bengeworth	5	5,589	0.09%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Wychavon. Dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections

Accident Reports	Q1	Q2	Q3	Q4	Total	% Split
Dangerous Occurance	0	0	0	0	0	0.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	0	0	0	0	0.0%
Over 7 Day Injury	5	0	0	0	5	62.5%
Injury to Member of the Public	3	0	0	0	3	37.5%

Number of FHRS Inspections 63

Infectious Disease Notifications 12

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	87	0	0	0	87	77.7%
Report of Lost Dog	25	0	0	0	25	22.3%
Loose Straying Dog	0	0	0	0	0	0.0%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	10	0	0	0	10	4.2%
Contaminated Land	145	0	0	0	145	60.7%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	76	0	0	0	76	31.8%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

Requests to Discharge

Air Quality	1	0	0	0	1	0.4%
Contaminated Land	5	0	0	0	5	2.1%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	1	0	0	0	1	0.4%
Nuisance	1	0	0	0	1	0.4%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Wychavon.

Licensing Applications	Q1	Q2	Q3	Q4	Total	% Split
Animal	3	0	0	0	3	0.8%
Caravan	2	0	0	0	2	0.5%
Charity	14	0	0	0	14	3.5%
Gambling	30	0	0	0	30	7.6%
Licensing Act	244	0	0	0	244	61.6%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	0	0	0	0	0.0%
Street	0	0	0	0	0	0.0%
Taxi	103	0	0	0	103	26.0%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Wychavon.

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Animal	10	0	0	0	10	6.0%
Caravan	3	0	0	0	3	1.8%
Gambling	11	0	0	0	11	6.6%
Licensing Act	77	0	0	0	77	46.4%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	0	0	0	0	0.0%
Street	14	0	0	0	14	8.4%
Taxi	51	0	0	0	51	30.7%
Surgery Requests	6					

The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Wyre Forest. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Dog Control	7	0	0	0	7	3.7%
Environmental	109	0	0	0	109	57.4%
Food	29	0	0	0	29	15.3%
Health & Safety	11	0	0	0	11	5.8%
Information Requests	34	0	0	0	34	17.9%
Public Burial	0	0	0	0	0	0.0%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	3	0	0	0	3	2.8%
Accumulations - Domestic	9	0	0	0	9	8.3%
Drainage	0	0	0	0	0	0.0%
Light Nuisance	2	0	0	0	2	1.9%
Noise - Alarm	2	0	0	0	2	1.9%
Noise - Commercial Premises	22	0	0	0	22	20.4%
Noise - Domestic	51	0	0	0	51	47.2%
Noise - Industrial or Agricultural	2	0	0	0	2	1.9%
Noise - Street	2	0	0	0	2	1.9%
Odour	5	0	0	0	5	4.6%
Smoke, Fumes and Gases	10	0	0	0	10	9.3%

The table below shows the top 5 wards within the district of Wyre Forest with the highest incident rate for noise cases during 2015/16.

Ward	Total	Population	% Rate
Greenhill	8	8,003	0.10%
Lickhill	7	6,805	0.10%
Rock	6	2,461	0.24%
Franche	6	6,823	0.09%
Blakedown and Chaddesley	6	4,152	0.14%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Wyre Forest. Dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS

Accident Reports	Q1	Q2	Q3	Q4	Total	% Split
Dangerous Occurance	0	0	0	0	0	0.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	2	0	0	0	2	28.6%
Over 7 Day Injury	0	0	0	0	0	0.0%
Injury to Member of the Public	5	0	0	0	5	71.4%

Number of FHRS Inspections 85

Infectious Disease Notifications 7

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	59	0	0	0	59	64.8%
Report of Lost Dog	21	0	0	0	21	23.1%
Loose Straying Dog	11	0	0	0	11	12.1%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	5	0	0	0	5	9.8%
Contaminated Land	21	0	0	0	21	41.2%
Food	2	0	0	0	2	3.9%
Health and Safety	2	0	0	0	2	3.9%
Nuisance / Noise	15	0	0	0	15	29.4%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

Requests to Discharge

Air Quality	2	0	0	0	2	3.9%
Contaminated Land	4	0	0	0	4	7.8%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	0	0	0	0	0.0%
Nuisance	0	0	0	0	0	0.0%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Wyre Forest.

Licensing Applications	Q1	Q2	Q3	Q4	Total	% Split
Animal	1	0	0	0	1	0.5%
Caravan	0	0	0	0	0	0.0%
Charity	3	0	0	0	3	1.4%
Gambling	13	0	0	0	13	5.9%
Licensing Act	118	0	0	0	118	53.9%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	7	0	0	0	7	3.2%
Street	12	0	0	0	12	5.5%
Taxi	65	0	0	0	65	29.7%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Wyre Forest.

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Animal	5	0	0	0	5	5.8%
Caravan	2	0	0	0	2	2.3%
Gambling	3	0	0	0	3	3.5%
Licensing Act	33	0	0	0	33	38.4%
Scrap Metal	3	0	0	0	3	3.5%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	0	0	0	0	0.0%
Street	15	0	0	0	15	17.4%
Taxi	25	0	0	0	25	29.1%
Surgery Requests	33					