



Worcestershire  
**Regulatory Services**  
*Supporting and protecting you*

# Activity Report 2015/16

Produced by WRS Intelligence | [wrsintel@worsregservices.gov.uk](mailto:wrsintel@worsregservices.gov.uk)

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# Service Overview

## Simon Wilkes

Head of Regulatory Services

Welcome to the next quarter's activity data for your information. Each of the team managers has provided an indication of the work that their teams have been focused on. I hope that you find this informative.

In order to maintain the consistency of reporting we have decided, for now, to continue with the old ward boundaries for those areas that saw boundary changes. We will look to correct these for the beginning of the new financial year as it seems sensible to us to build a consistent set of data for now. Two years worth of data should help us to identify areas we can target proactively with approaches aimed at demand reduction, to try to increase efficiency and lower cost in the longer term.



Simon Wilkes



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# Environmental Health Overview

## David Mellors

Community Environmental Health Manager

This quarter the Environmental Health team dealt with 967 service requests with noise cases accounting for some 60% of all complaints and enquiries received.

The food inspection programme remains on target with 374 Food Hygiene inspections having been carried out this quarter. Two food premises in the Redditch area were closed as they posed an imminent risk to health due to mouse infestations.

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

77 accident reports were referred to WRS for investigation including 4 fatalities. The number of Improvement and Prohibition Notices served on businesses to secure health and safety standards has increased significantly, with 18 notices having been served in respect of tyre fitting centres.

The number of infectious disease notifications peaked in August with Salmonella, Cryptosporidium and Giardia being the most common infections reported. E Coli in salad was the subject of an investigation in the summer and Officers participated in a pandemic flu exercise organised by the Local Resilience Forum designed to inform and test the County's preparedness to deal with such an outbreak.

There are currently 12 enforcement cases either in the court system or in the final stages of investigation. 5 of these are in respect of health and safety breaches, 3 regarding noise nuisance and 4 for food safety offences. 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.

The contract to provide pollution work for Tewkesbury Borough Council has been extended into October 2015, providing an income which is being re-invested in the service. Work continues with the Local Economic Partnership (LEP) looking at a possible Earned Recognition scheme designed to enable small producers and manufacturers to access new markets. The scoping study phase 1 report has been completed and is with the LEP for approval.



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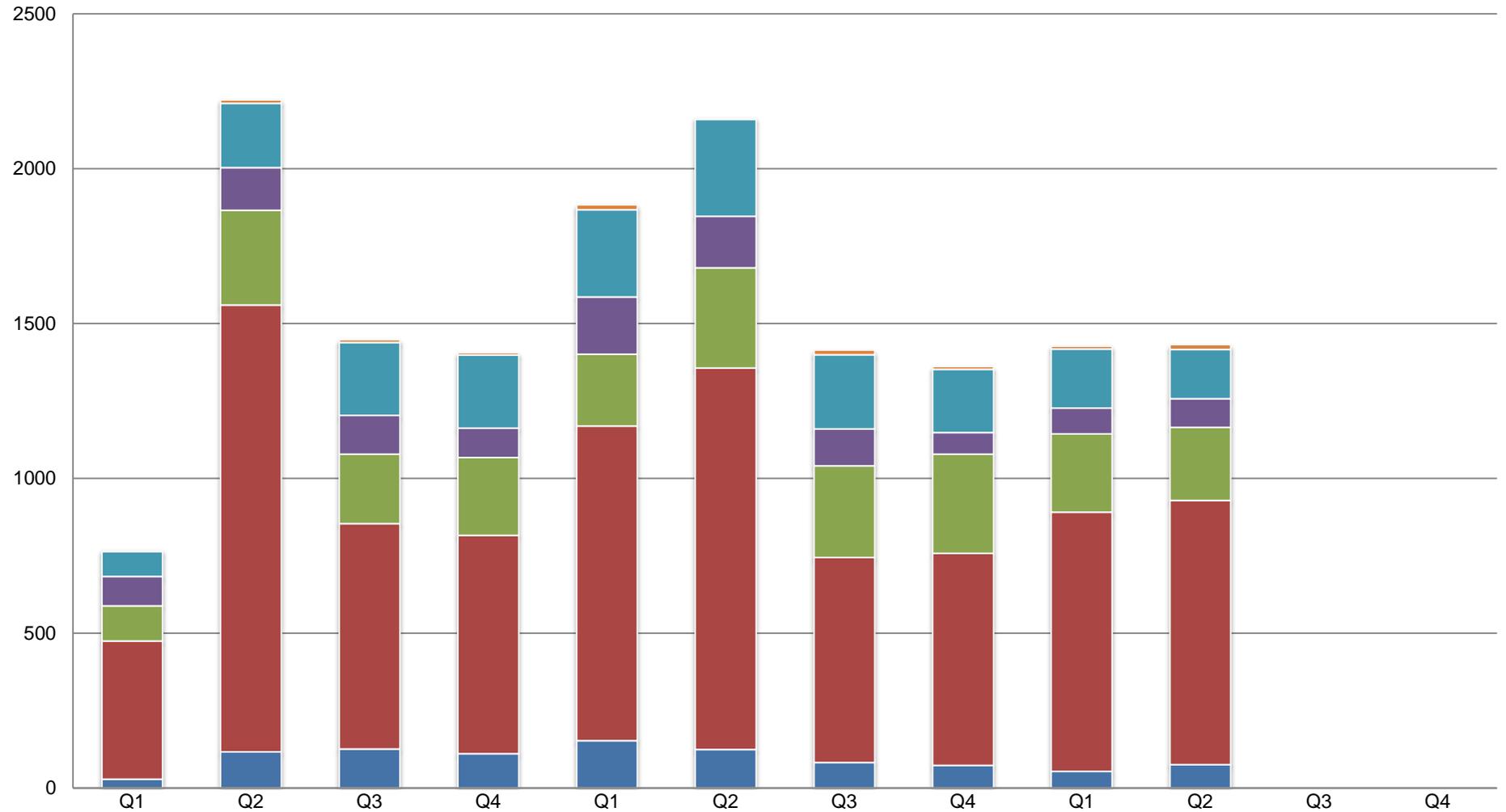


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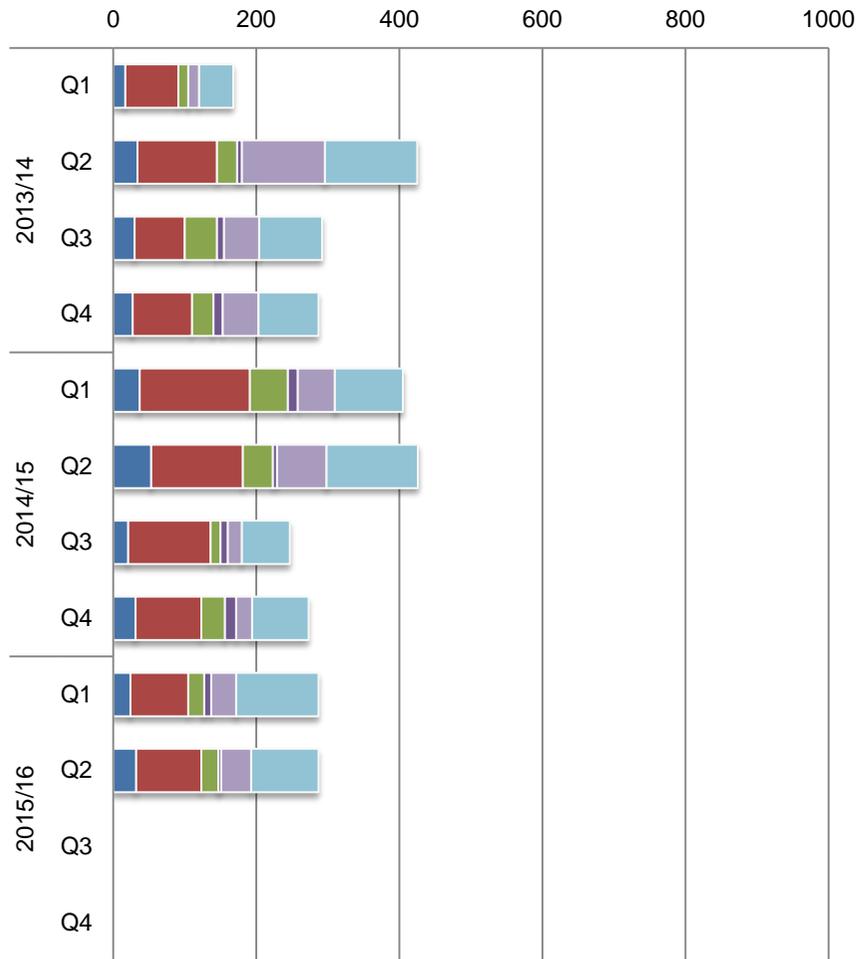
**Wyre Forest**  
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## Environmental Health Service Requests



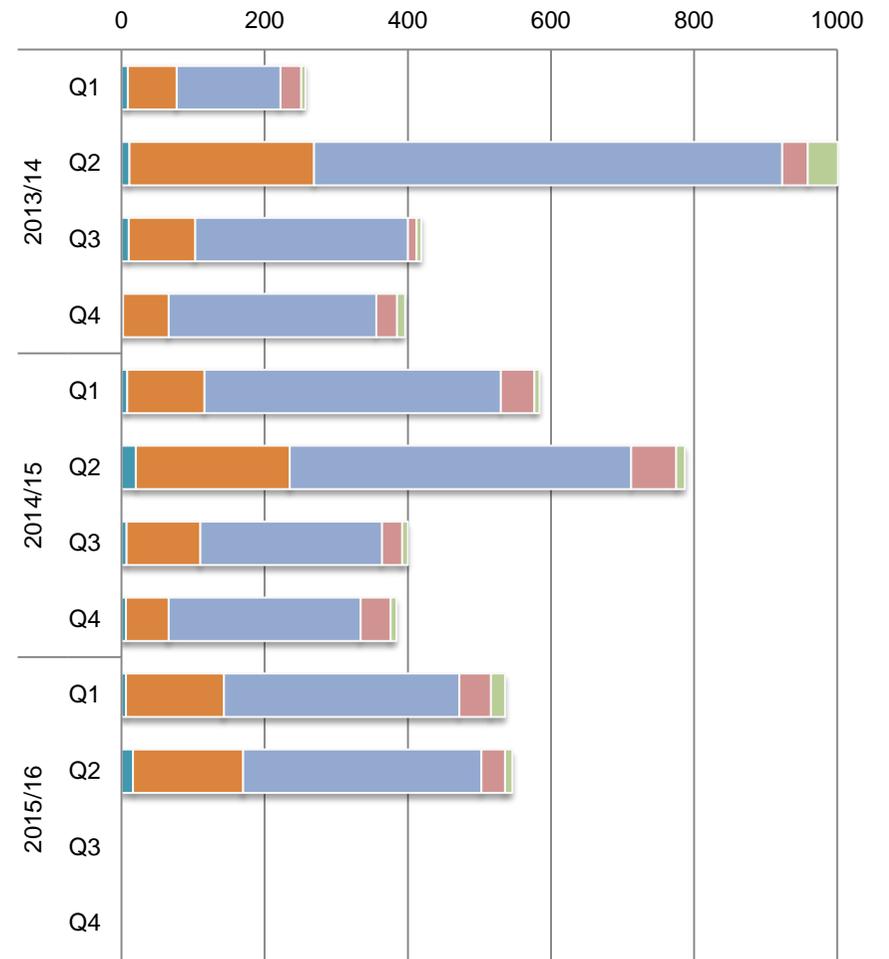
	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Public Burial	5	11	9	8	16	5	15	9	9	16	0	0
Information Requests	81	208	236	236	281	313	239	204	191	159	0	0
Health & Safety	95	138	125	95	185	166	120	70	83	92	0	0
Food	113	305	224	251	232	324	295	320	253	236	0	0
Environmental	446	1443	728	705	1016	1231	662	685	837	853	0	0
Dog Control	29	117	126	111	153	125	83	73	54	76	0	0

## Nuisance Cases (excluding noise)



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

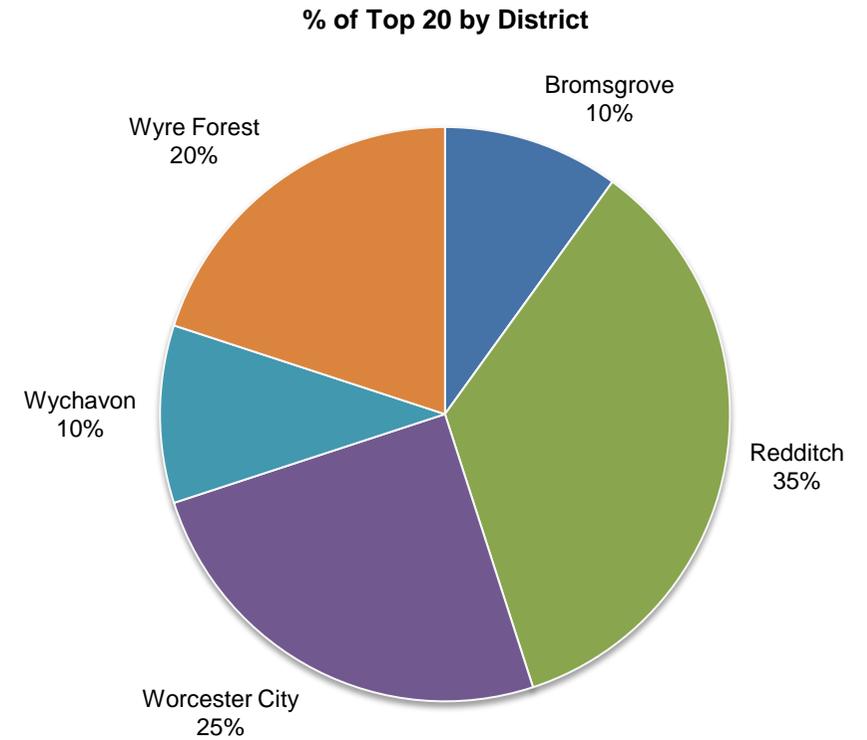
## Noise Cases



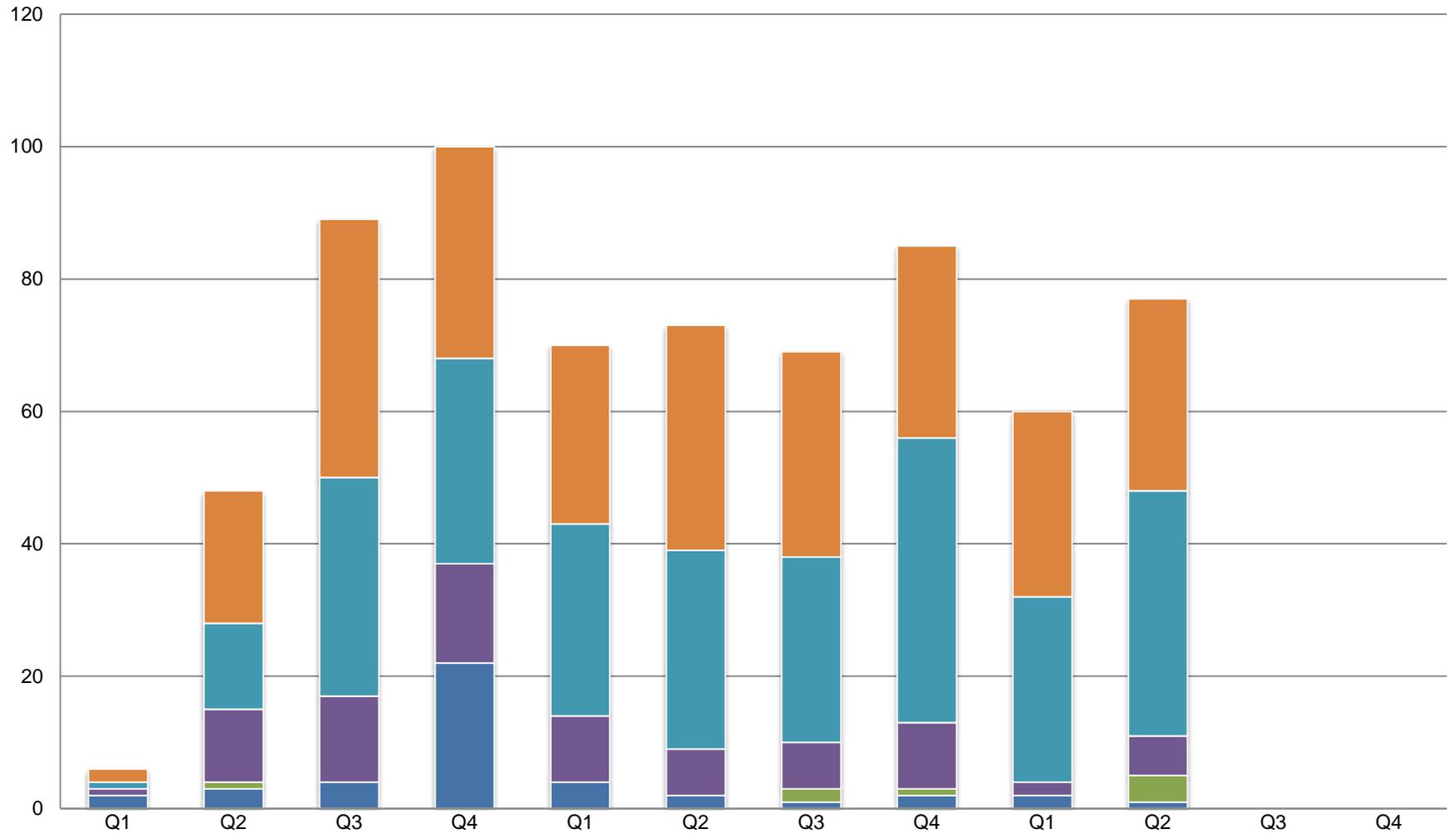
- Noise - Alarm
- Noise - Commercial Premises
- Noise - Domestic
- Noise - Industrial or Agricultural
- Noise - Street

## Noise Cases by Ward (top 20)

Ward	Total	Population	Rate (%)
Cathedral	44	10372	0.42%
Warndon	29	5812	0.50%
Gorse Hill	24	5353	0.45%
Rock	22	2461	0.89%
Nunnery	19	8103	0.23%
Arboretum	19	6171	0.31%
Charford	19	6639	0.29%
Alvechurch	18	6675	0.27%
Headless Cross and Oakenshaw	17	8706	0.20%
Central (Redditch)	17	6529	0.26%
Batchley and Brockhill	17	8338	0.20%
Bewdley and Arley	16	6327	0.25%
Matchborough	16	6171	0.26%
Abbey	16	6063	0.26%
Evesham North	15	5079	0.30%
Lickhill	14	6805	0.21%
Pinvin	14	2973	0.47%
Lodge Park	14	5740	0.24%
Church Hill	14	7982	0.18%
Broadwaters	13	7936	0.16%

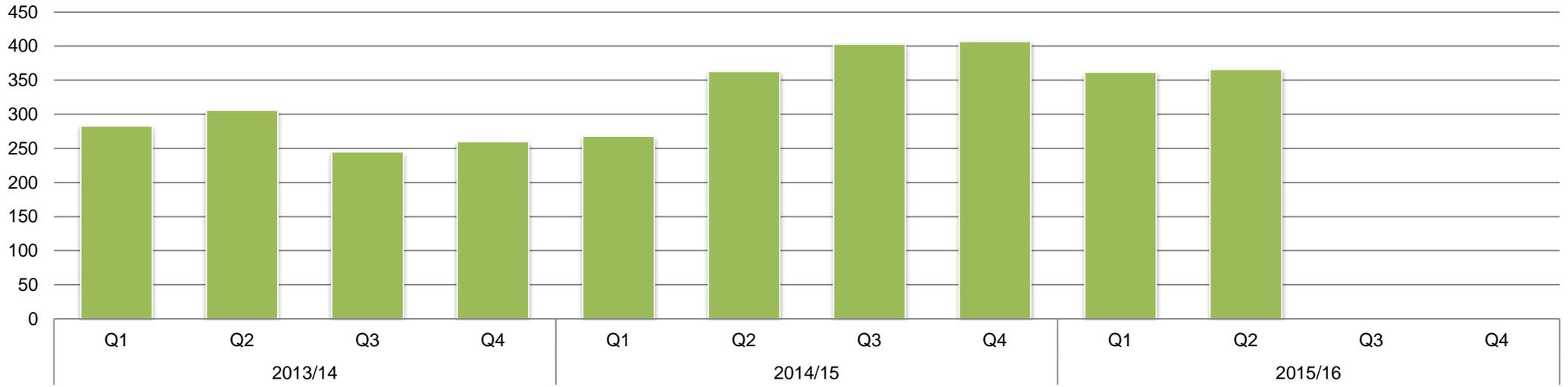


## Accident Reports

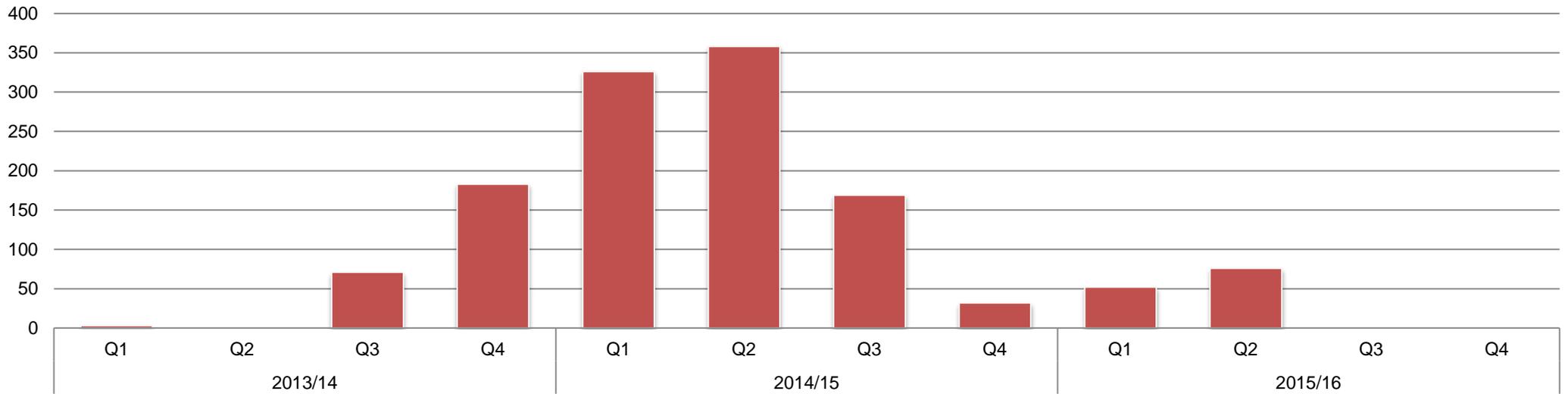


	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Injury to Member of the Public	2	20	39	32	27	34	31	29	28	29	0	0
Over 7 Day Injury	1	13	33	31	29	30	28	43	28	37	0	0
Major Incident	1	11	13	15	10	7	7	10	2	6	0	0
Fatality	0	1	0	0	0	0	2	1	0	4	0	0
Reportable Disease	0	0	0	0	0	0	0	0	0	0	0	0
Dangerous Occurrence	2	3	4	22	4	2	1	2	2	1	0	0

## FHRS Inspections



## Infectious Disease Notifications



# Technical Pollution Overview

## Mark Cox

Technical Services Manager

### Planning Consultations

Requests for advice on technical subjects by planning departments continues to increase for all districts, with a 78% increase compared to the same period in 2013 and 14% increase in comparison to 2014. In particular, there has been a dramatic increase in consultations towards discharge of conditions on existing planning consent. It is believed that this is the effect of increased activity in the house building sector for new applications as well as on going projects.

Work has been undertaken to provide support to Wyre Forest Development Control team to enable them to reduce unnecessary consultations and identify where advisory notes or standard conditions can be used without the need for specific advice.

### Dog Warden and Pest Control Service

Quarter 2 saw the commencement of new contracts in the delivery of pest control across the four districts which offer a service. The transition saw no issues arise and six contractors are available to deliver the service. Full details of the services offered and contractors are available on the WRS website.

Whilst the number of dogs reported as lost or found are slightly down on last quarter the number of dogs reunited with their owners remains high. This is the result of an efficient service in identification of owner and swift reunification with payment of outstanding charges.

Many will have seen the press coverage back in the spring when 'Skeeter' a Staffordshire Bull Terrier was found battered and bruised tied to a tree in Wyre Forest District during sub-zero temperatures. Thankfully Skeeter now has a new home and has recovered from his injuries. Paul Hine, the WRS Senior Dog Warden presented a thorough and quality prosecution file to Wyre Forest solicitors to enable them to prosecute the perpetrator. Thomas Hobbins was given an 18-month community order, during which time he must complete 250 hours unpaid work in the community, is disqualified from keeping an animal for life and ordered to pay £500 court costs and a £60 victim surcharge.

### Contaminated Land

Whilst most contaminated land issues continue to be tackled through the planning regime, there is work on going to investigate and resolve potential risk from existing contamination. Several sites in Bromsgrove are the subject of attempts by the landowners to resolve contamination issues. Officers have been reviewing and supporting the approach being taken to ensure it complies with legislation, best practice and meets the required clean up standards suitable for use. Again in Bromsgrove, Officers are continuing preliminary investigations into a former landfill site to establish whether landfill gas resulting from natural degradation of waste poses any possible risk to nearby dwellings.

## Local Air Quality Management

Significant work has continued to be undertaken in progression of many of the actions listed in the Countywide Air Quality Action Plan 2013. A draft update report detailing progress made in 2014 was consulted on and the final Progress Report is ready for submission to Defra. The update is available on the WRS website. Work is ongoing with drafting this year's annual reports to Defra with Redditch's report close to completion. Comments have been provided on behalf of all districts to Defra on the Draft UK Air Quality Action Plan consultation which was Defra's response to the EU action against the UK for non-compliance with Nitrogen Dioxide Objectives.

Specific actions to tackle air quality where progress continues to be attempted includes:

Consultation on the Southern Link Road dualling has ensured air quality impacts are being considered and addressed in the Malvern Hills, Worcester City and Wychavon areas. Some remedial work has been proposed as a result to ensure there are no adverse impacts to residents.

In Worcester City, the viability of a bid for Clean Bus Technology funding was investigated but it has not been possible to progress at this time and discussions will continue with First Direct (bus operators) and Worcestershire County Council to attempt a bid next year.

## Environmental Permitting

Officers have completed 2nd Quarter inspections (risk dependant) and confirmed that compliance remains high within the various industrial sectors (200+ installations). Work for the last 3 months has also focused primarily on flexible regulation and providing advice on maintaining compliance due to advancement in technology and changes in manufacture saw highlights as listed below : -

*Bromsgrove* - WRS are working with SP Group on ensuring that the Solvent Emissions Directive reduction is achieved. Phoenix By-products Ltd (Mayfield Farm) rendering process remains dormant since shut down in February 2014. No attempt has been made to commission the activities.

*Malvern Hills* - M&M timber have been issued with an A2 permit for timber treatment activities.

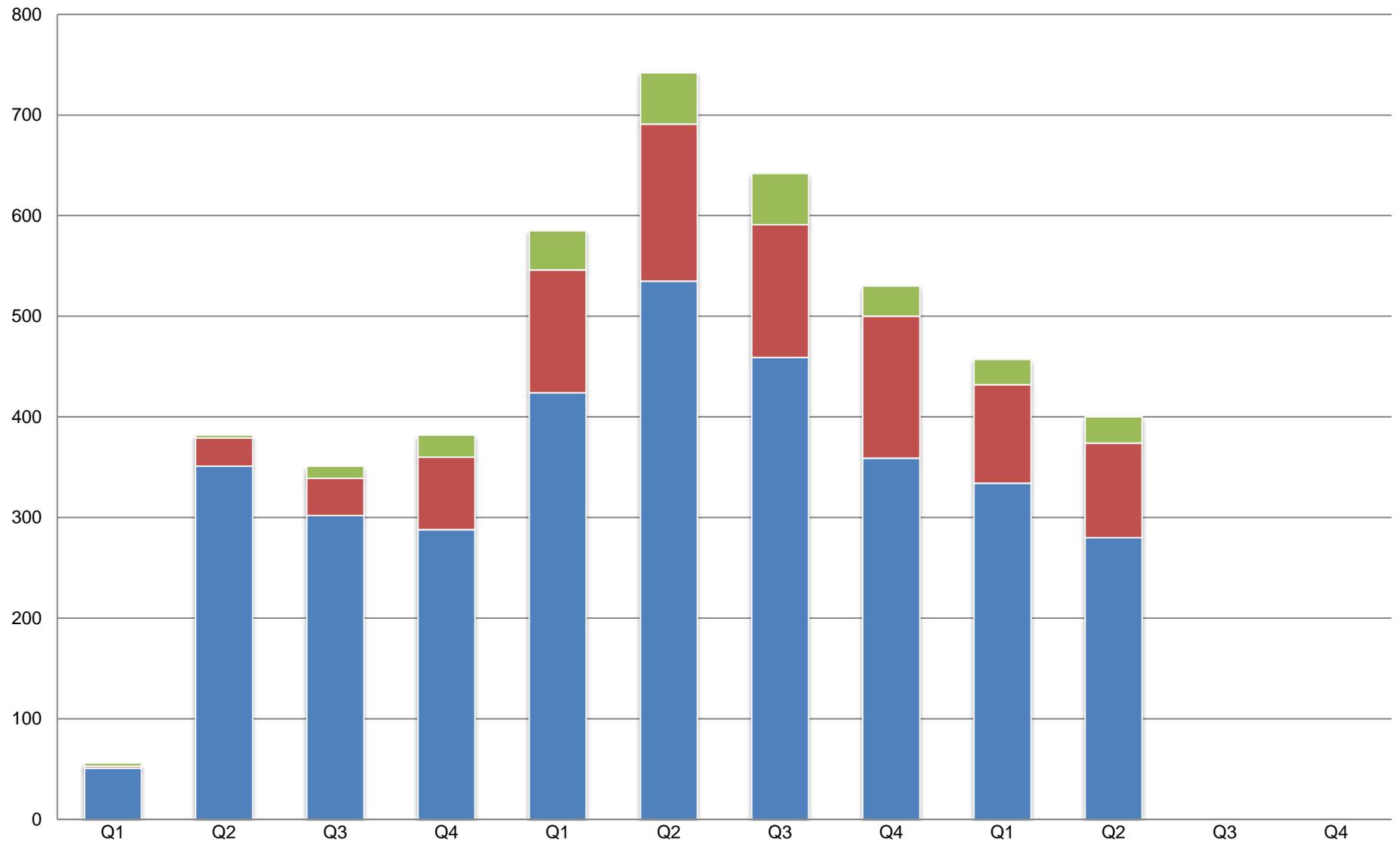
*Worcester City* - Officers have been assisting Aeromet with a number of improvements to the VOC emission control on their metal treatment process. Work is on going and it is hoped that a solution will be achieved in the near future. Mazak are working with WRS on a Solvent Emissions Directive derogation to have part of the directive's requirements relaxed do to complexities in the production process that cannot achieve compliance without unreasonable levels of investment. It is anticipated that this will be completed in 2016. Investigations of a printing process operating in the city without abatement or a permit are now complete and legal action is being taken for these significant offences. Officers are now assisting the company on a strategy to achieve long term compliance.

*Wychavon* - Weinberger have been reviewing many of their production processes for a number of years now and have now achieved compliance with the historic noise mitigation requirements of their permit. However further work will be required to bring certain aspects of production to modern standards. Officers are currently exploring various solutions with the company. Amcor continue to work on odour reduction and is undertaking a procurement exercise for additional investment in new technology that will help with the problem.

*Redditch* - WRS are working with AMS Group and Heartbeat the company on ensuring that the Solvent Emission Directive reduction is achieved. Discussions are taking place with the crematorium to improve energy efficiency and will commence trialling changes to the process activity over the forthcoming months.

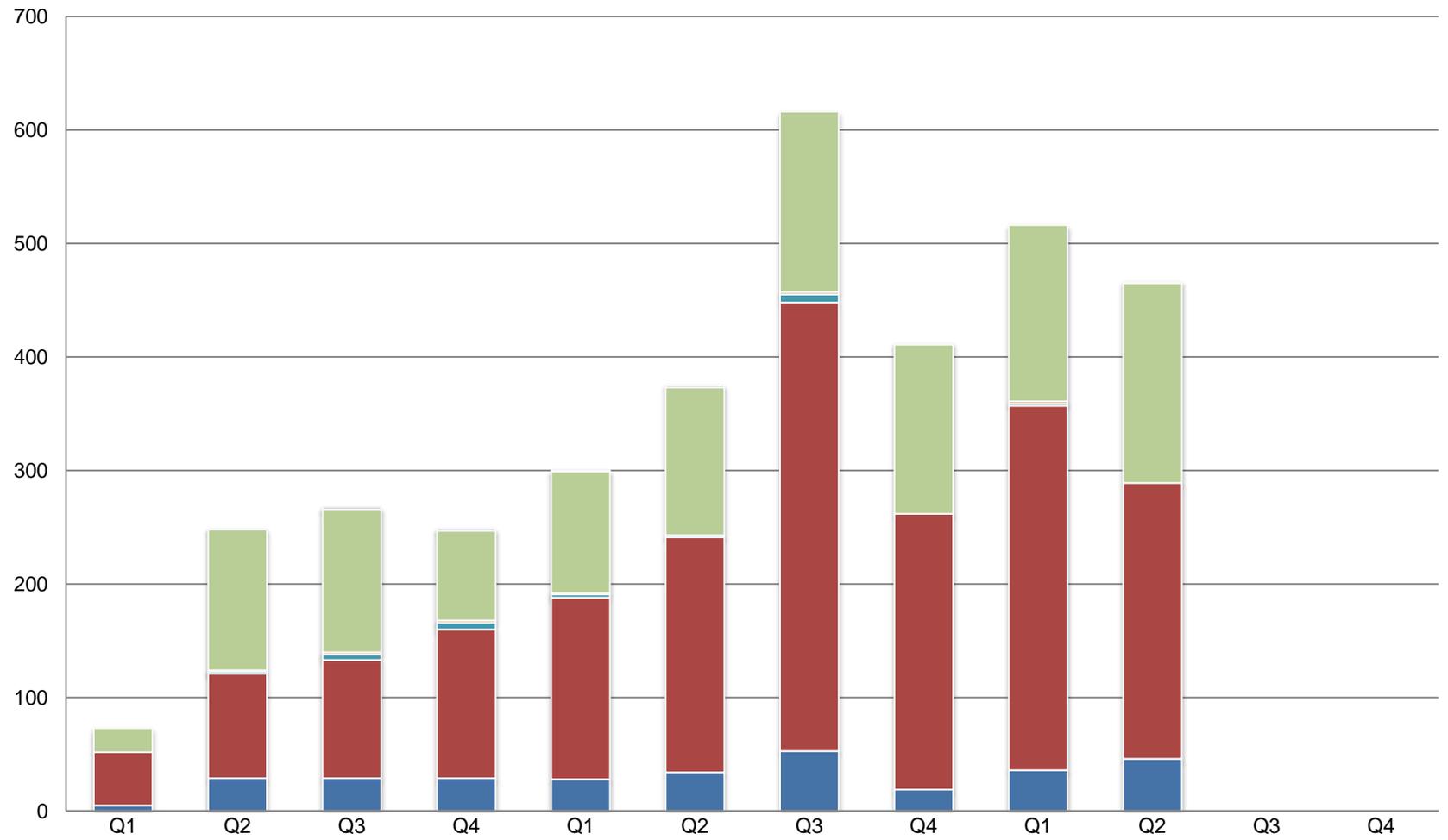
*Wyre Forest* - The existing Timber Treatment Permit for MPB Garden Buildings will be revoked as of November 2015 and the process should be out of regulation and operating water based activities.

## Dog Control

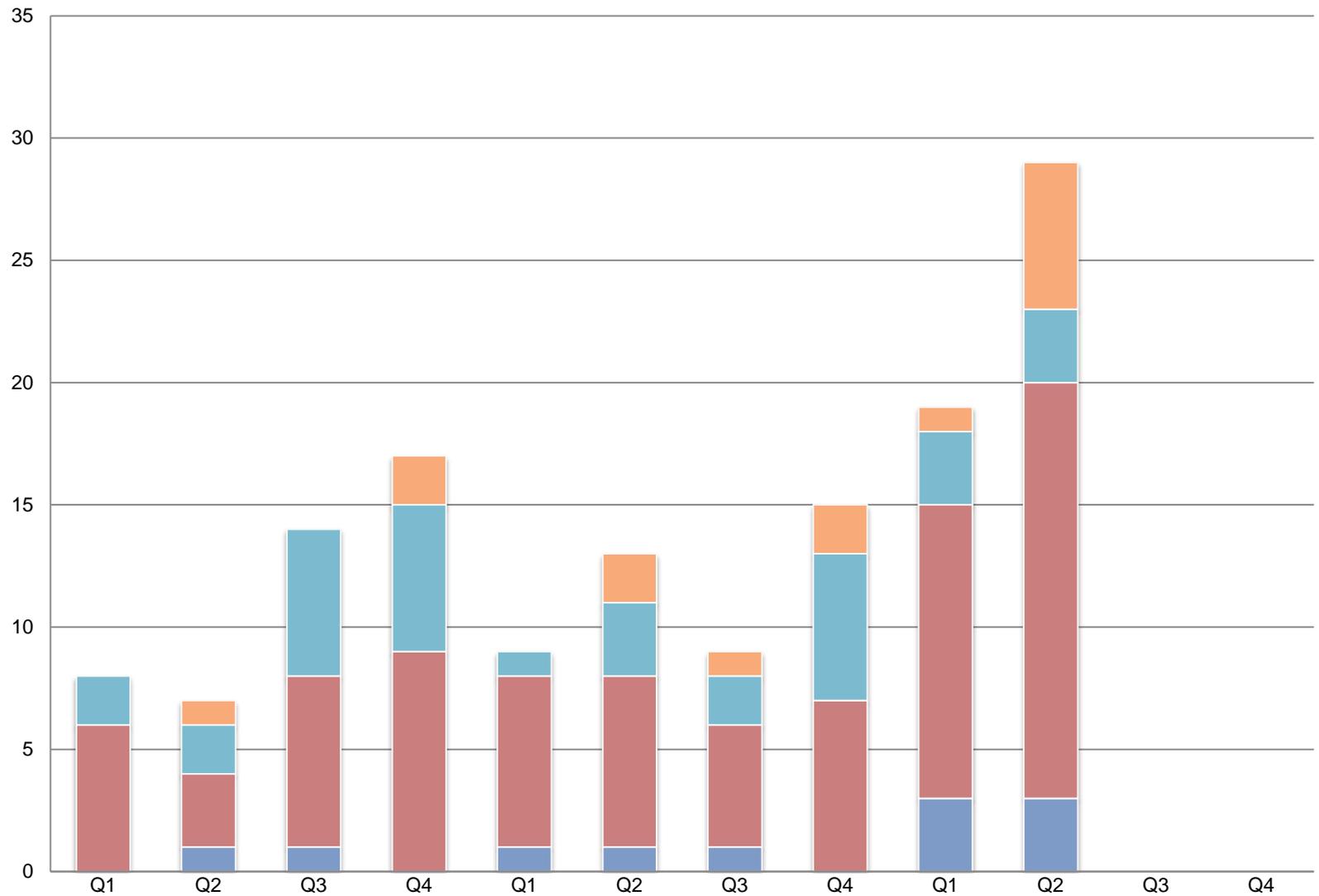


	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Loose Straying Dog	3	3	12	22	39	51	51	30	25	26	0	0
Report of Lost Dog	2	28	37	72	122	156	132	141	98	94	0	0
Contained Stray Dog	51	351	302	288	424	535	459	359	334	280	0	0

## 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	1	0	0
■ Consultation - PPC	1	2	2	2	0	2	0	1	0	0	0	0
■ Consultation - Nuisance / Noise	21	124	126	79	107	130	159	149	155	176	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	321	243	0	0
■ Consultation - Air Quality	5	29	29	29	28	34	53	19	36	46	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	6	0	0
Request to Discharge - Noise	2	2	6	6	1	3	2	6	3	3	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	17	0	0
Request to Discharge - Air Quality	0	1	1	0	1	1	1	0	3	3	0	0

# Trading Standards and Animal Health Overview

## Chris Phillips

Trading Standards and Animal Health Manager

The chart (page 15) shows the number of complaints has now stabilised at around 1700 per quarter. Second hand cars continue to be the main source of complaints with home maintenance and home improvements a close second. Priority areas for investigation by the team continue to be rogue traders preying on vulnerable people, unsafe consumer products that have caused or 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 27 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. Activities have involved rogue home improvement businesses, continuing issues relating to possible counterfeit alcohol/tobacco to food sampling projects.

In addition to complaints a number of food sampling projects are underway and 183 samples have been submitted to the public analyst during the first two quarters. These cover both FSA-funded samples and WRS initiated samples.

A number of cases are under investigation and some are working their way through the court system.

Ahmed Mohammed Ahmed pleaded guilty to 18 offences of selling counterfeit and incorrectly labelled tobacco, through Evesham Mini Market on Evesham High Street which he ran at the time.

WRS officers visited the Mini Market with police and a sniffer dog and found foreign labelled cigarettes and tobacco being sold. Cigarettes and tobacco - including counterfeit Golden Virginia Hand Rolling Tobacco and cigarettes not marked with the appropriate warning statements or photographs - were found hidden under shelving units, behind other foods and household goods on the shelves and in two holdalls in the staff toilets.

Magistrates fined Mr Ahmed £1,080 with a £20 victim surcharge and awarded costs of £3,120.

As a result of the investigation Mr Ahmad's licence to sell alcohol had been revoked by the licensing committee of Wychavon District Council.

## Trading Standards and Animal Health Overview (continued)

In another case Daniel Footman, 35 years, formerly of Raglis Close Redditch, was sentenced at Worcester Crown Court on 9 September 2015 after pleading guilty to 9 offences under the Fraud Act 2006 and 2 offences under the Consumer Protection from Unfair Trading Regulations 2008.

Footman was a sole trader in the business of refurbishing kitchens and bathrooms as well as laying flooring. Over a period between November 2009 and September 2013 he was trading as DF interior Design offering services to members of the public as well as businesses. One of the complaints received was from the Citizen's Advice Bureau who paid £3,000 for work to be carried out but Mr Footman failed to complete the work leaving areas unsafe and unusable. Other complaints from members of the public were received that work was left unfinished and money was paid up front for materials which were never supplied. A number of customers demanded their money back and Footman sent cheques which were then dishonoured leaving the customers out of pocket and in some instances needing to instruct other contractors to rectify or complete the unfinished work.

Worcestershire Regulatory Services Trading Standards team received 23 complaints about his business practices and during the investigation it was discovered that Footman was also using trade logos on his van claiming to be a member of the Federation of Master Builders, Trustmark and Guild of Master Craftsmen when he had in fact never been a member of any of these organisations.

Footman was sentenced to 12 months imprisonment suspended for 12 months and ordered to complete 250 hours of unpaid work. An order for £6,000 towards the prosecution costs and a victim surcharge of £100 was also made.

As mentioned above rogue trading is a priority for the Trading Standards team and in September the service was notified of an elderly Worcester resident who had been charged £8000 by a trader cold calling in the neighbourhood dropping off business cards. WRS officers intervened as the trader had failed to issue the appropriate documentation with cancellation rights and issued him with a written warning. Officers also managed to obtain £5000 back for the elderly gentleman.

The team has also been involved with the Police in mini rogue trader patrols during July and the national rogue trader week at the end of September.

WRS officers made a joint visit with the Police to the Wobbly Wheel car boot sale following previous test purchases and discovered two males selling counterfeit DVDs and music CDs. Hundreds of counterfeit DVDs and CDs have been seized.

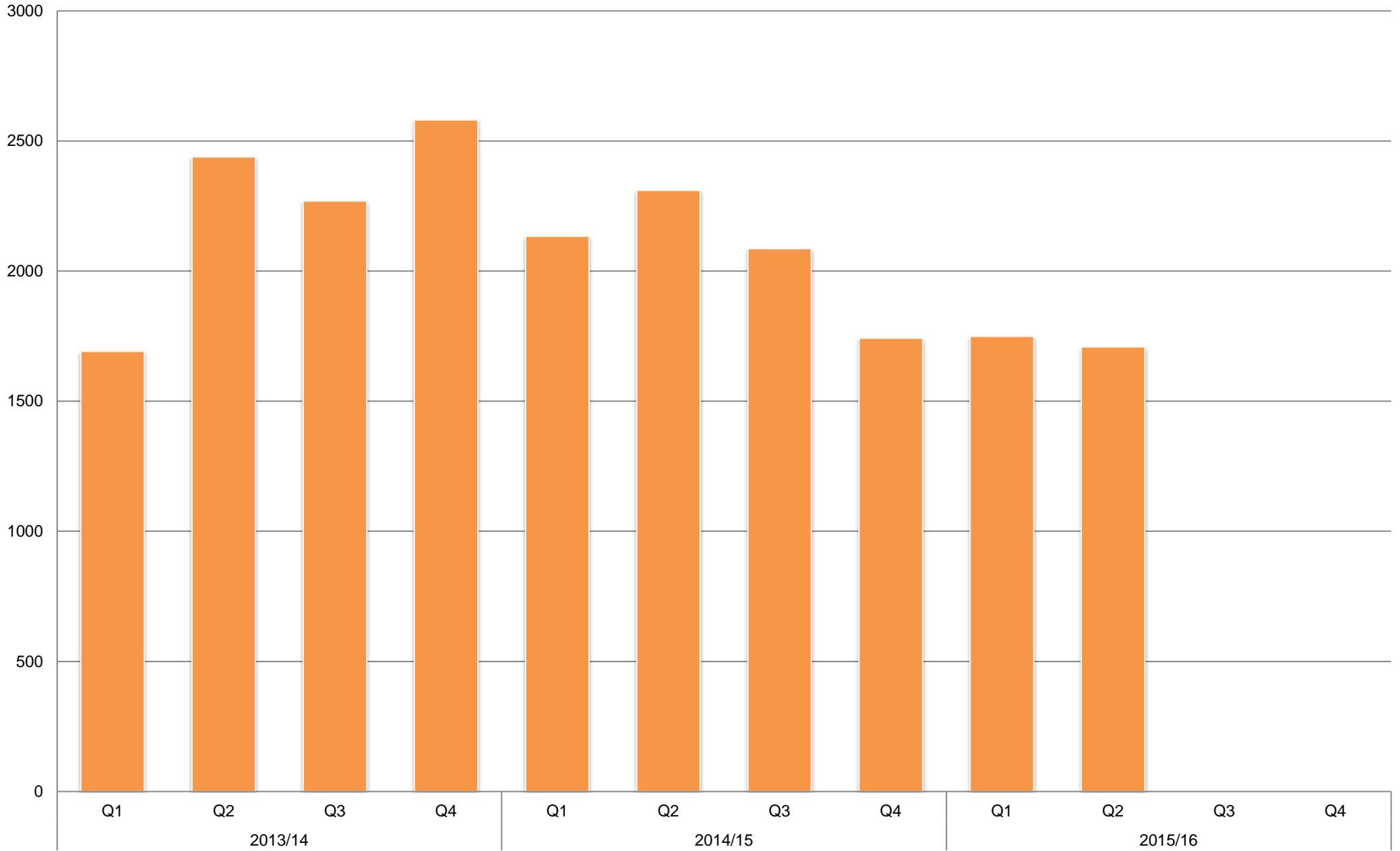
Finally, there has been significant enforcement activity relating to animal health.

In September a dog was illegally imported into the UK. This was reported to WRS by a local vet. The animal needed to be quarantined following inoculation for 21 days, which cost about £800 including transport to an authorised kennel. The matter is still under investigation with an interview with the couple who imported the dog pending.

A prosecution is currently going through the court system against a farmer who has failed to properly dispose of dead sheep on his farm on a number of occasions. He has received warnings and a caution in the past, but the service has had to resort to prosecution as the offences have continued.

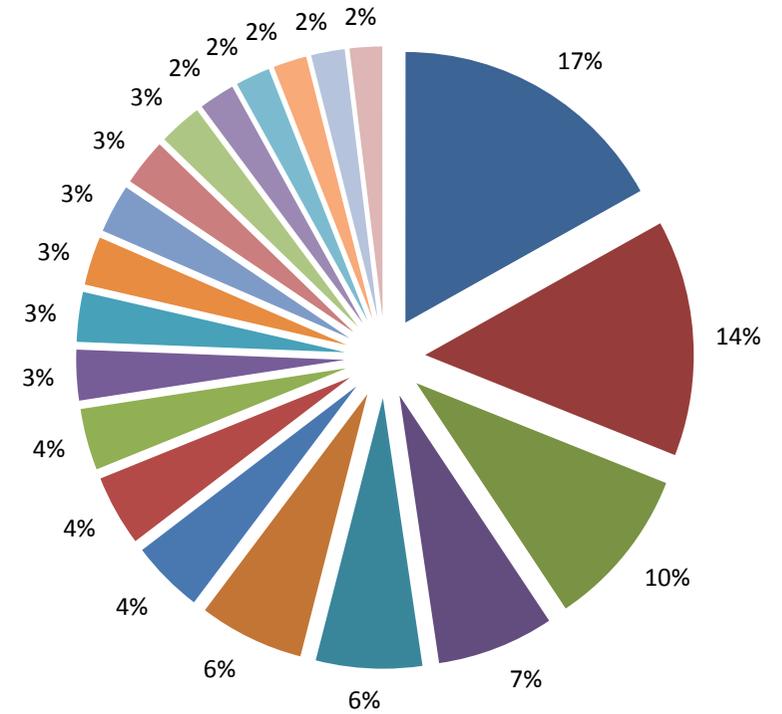
Another farmer is being prosecuted in relation to a range of offences relating to breaching a TB Notice restricting movements of animals onto his farm and animal welfare issues.

## Trading Standards and Animal Health Service Requests



## % Top 20 Complaint and Enquiry Categories

Category	Total
Second Hand Cars	268
Home Maintenance and Improvements	223
Clothing and clothing fabric	152
Furniture	111
Food and Drink	101
Industrial/commercial goods and services	100
Gardening products and services	69
Telecommunications	67
Professional Services	58
Personal Computers, accessories, software and services	48
Other Personal Goods and Services	47
Large Domestic Appliances	46
Large Domestic Appliances	46
Car repairs and servicing	44
Petrol and Oil	41
Small Domestic Appliances	34
Other Motor vehicle purchases	33
Pets and Veterinarian Products/Services	32
Sports and hobby equipment and services	32
Insurance	31



# Licensing Overview

## Sue Garratt

Licensing and Support Manager

Licensing and Support Services have had another challenging quarter and there has continued to be a rise in the number of applications as shown in the previous quarters figures at a 6.5% rise over licence figures from 2014/15. These increases are mainly evidenced in the graph below in the areas of taxi licensing and the Licensing Act (alcohol and licensable activities). In comparison, service requests have shown a decrease in the last quarter, especially in those same areas of taxi licensing and licensing act and this decrease is showing the normal trend we expect to see following the end of summer, for example we are now receiving less enquiries about Temporary Event Notifications, however, this trend will then start to rise again as we approach the Christmas season.

Licensing Officers continue to monitor and respond to changes in national guidance and licensing legislation and these changes have recently resulted in work being undertaken across all districts in a number of key areas such as Taxi licensing (changes to driver/operator licence durations) with the new provisions of the Deregulation Act 2015 and in the area of Gambling (the review of each Council's Statements of Licensing Principles). Licensing Officers have also continued to support partner Councils Licensing Committee's and there has also been further review work in some of the districts relevant policy areas, for example street trading, charitable street collections and more recently a request in one district for a review of the private hire and hackney carriage vehicle compliance and inspection testing regime. There has also been some further work undertaken in another district on a need for a policy on non motorised Hackney Carriage Vehicles.

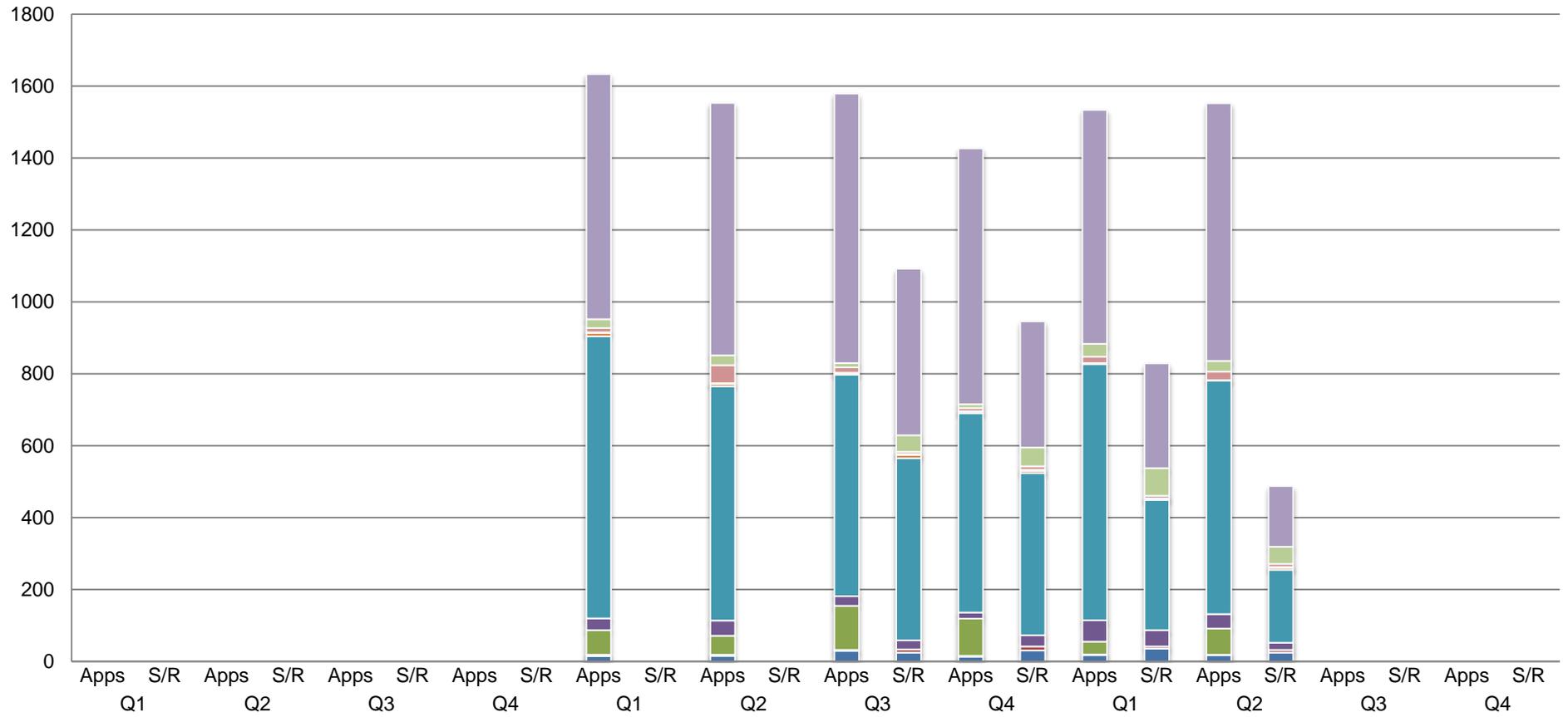
Licensing surgeries in each district continue to work well, with more new applicants preferring to see a Licensing Officer in a face to face environment for general advice and assistance on licensing matters and we are looking at how this information can be reported on in future.

Worcestershire Regulatory Services Joint Committee has recently endorsed our support of the Worcestershire Safeguarding Action Plan and our undertakings within it; it is our feeling that as taxi drivers are the eyes and ears of our community they are well placed to play an important role in our community – Licensing Officers are actively undertaking a CSE (Child Sexual Exploitation) awareness raising campaign with the trade both Hackney Carriage and Private Hire licensed operators/vehicle owners and drivers and also with premises licensed under the Licensing Act. This awareness campaign is also being highlighted through district licensing forums and in other liaison meetings with the trade. Information leaflets about CSE have been written by Licensing Officers and sent out to all licence holders, giving details on how to report any concerns licence holders (especially drivers) may have and who to report it to. Licensing Officers are also keeping District Councillors aware of our involvement in the awareness campaign through feedback at Licensing Committee meetings.

As we are moving into the Autumn, and now that the schools, colleges and the university have all gone back for their Autumn terms, Licensing Officers will be working closely with the County Council (School/passenger transport division), the Police and VOSA in undertaking a number of pre planned visits, proactive works and some surprise visits with the Hackney Carriage and Private Hire licensed trade (Operators, Vehicles and Drivers), helping to ensure the safety of the travelling public.



# 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	Apps	S/R
Taxi					681	702	749	463	712	351	651	291	716	169
Street					25	27	12	46	10	52	35	77	30	47
Skin Piercing					12	50	15	6	9	10	18	7	24	9
Sex Establishment					1	2	4	3	4	3	0	1	0	2
Scrap Metal					10	7	2	9	2	6	3	4	1	6
Licensing Act					784	651	615	506	554	451	712	362	649	203
Gambling					33	42	27	25	17	31	60	45	40	20
Charity					68	53	123		103		35		73	0
Caravan					4	3	2	9	2	11	2	6	1	7
Animal					15	16	30	25	14	31	18	36	18	25



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.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	5	10	0	0	15	3.7%
Environmental	134	121	0	0	255	62.5%
Food	34	25	0	0	59	14.5%
Health & Safety	11	10	0	0	21	5.1%
Information Requests	25	27	0	0	52	12.7%
Public Burial	2	4	0	0	6	1.5%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	4	6	0	0	10	4.0%
Accumulations - Domestic	8	10	0	0	18	7.1%
Drainage	9	8	0	0	17	6.7%
Light Nuisance	1	0	0	0	1	0.4%
Noise - Alarm	1	2	0	0	3	1.2%
Noise - Commercial Premises	13	21	0	0	34	13.4%
Noise - Domestic	57	41	0	0	98	38.7%
Noise - Industrial or Agricultural	8	5	0	0	13	5.1%
Noise - Street	6	1	0	0	7	2.8%
Odour	6	10	0	0	16	6.3%
Smoke, Fumes and Gases	19	17	0	0	36	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.

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Charford	19	6,639	0.29%
Alvechurch	18	6,675	0.27%
Sidemoor	10	5,171	0.19%
Waseley	8	4,428	0.18%
Stoke Prior	8	2,084	0.38%

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 is the number of FHRS inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	0	0	0	0	0	0.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	1	0	0	1	4.2%
Major Incident	0	0	0	0	0	0.0%
Over 7 Day Injury	9	6	0	0	15	62.5%
Injury to Member of the Public	4	4	0	0	8	33.3%

**Number of FHRS Inspections** 138

**Infectious Disease Notifications** 23

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	30	27	0	0	57	70.4%
Report of Lost Dog	11	9	0	0	20	24.7%
Loose Straying Dog	4	0	0	0	4	4.9%

### **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	4	5	0	0	9	6.4%
Contaminated Land	50	37	0	0	87	62.1%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	18	21	0	0	39	27.9%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

### **Requests to Discharge**

Air Quality	0	1	0	0	1	0.7%
Contaminated Land	1	3	0	0	4	2.9%
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.

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	2	6	0	0	8	1.9%
Caravan	0	0	0	0	0	0.0%
Charity	3	10	0	0	13	3.1%
Gambling	2	5	0	0	7	1.6%
Licensing Act	86	96	0	0	182	42.7%
Scrap Metal	1	0	0	0	1	0.2%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	1	6	0	0	7	1.6%
Street	2	4	0	0	6	1.4%
Taxi	103	99	0	0	202	47.4%

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

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	11	4	0	0	15	8.2%
Caravan	0	0	0	0	0	0.0%
Gambling	6	1	0	0	7	3.8%
Licensing Act	68	24	0	0	92	50.5%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	1	2	0	0	3	1.6%
Street	8	5	0	0	13	7.1%
Taxi	31	21	0	0	52	28.6%
<b>Surgery Requests</b>	19					

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.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	5	18	0	0	23	6.4%
Environmental	101	103	0	0	204	57.0%
Food	31	28	0	0	59	16.5%
Health & Safety	6	17	0	0	23	6.4%
Information Requests	27	20	0	0	47	13.1%
Public Burial	1	1	0	0	2	0.6%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	5	3	0	0	8	4.3%
Accumulations - Domestic	6	6	0	0	12	6.5%
Drainage	2	3	0	0	5	2.7%
Light Nuisance	1	1	0	0	2	1.1%
Noise - Alarm	1	4	0	0	5	2.7%
Noise - Commercial Premises	15	14	0	0	29	15.6%
Noise - Domestic	30	27	0	0	57	30.6%
Noise - Industrial or Agricultural	10	8	0	0	18	9.7%
Noise - Street	2	2	0	0	4	2.2%
Odour	5	8	0	0	13	7.0%
Smoke, Fumes and Gases	19	14	0	0	33	17.7%

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.

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Upton and Hanley	13	4,265	0.30%
Kempsey	10	3,852	0.26%
Priory	8	4,069	0.20%
Link	8	6,213	0.13%
Hallow	6	1,872	0.32%

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 is the number of FHRS inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	1	0	0	0	1	4.3%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	2	0	0	2	8.7%
Major Incident	0	2	0	0	2	8.7%
Over 7 Day Injury	3	4	0	0	7	30.4%
Injury to Member of the Public	5	6	0	0	11	47.8%

**Number of FHRS Inspections** 94

**Infectious Disease Notifications** 12

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	42	36	0	0	78	72.2%
Report of Lost Dog	14	12	0	0	26	24.1%
Loose Straying Dog	3	1	0	0	4	3.7%

### **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	14	13	0	0	27	12.2%
Contaminated Land	65	67	0	0	132	59.7%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	21	32	0	0	53	24.0%
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	6	0	0	7	3.2%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	2	0	0	0	2	0.9%
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.

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	10	3	0	0	13	3.1%
Caravan	0	0	0	0	0	0.0%
Charity	11	13	0	0	24	5.8%
Gambling	7	8	0	0	15	3.6%
Licensing Act	156	131	0	0	287	69.3%
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	0.7%
Street	0	0	0	0	0	0.0%
Taxi	32	40	0	0	72	17.4%

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.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	6	8	0	0	14	11.0%
Caravan	0	1	0	0	1	0.8%
Gambling	4	4	0	0	8	6.3%
Licensing Act	38	23	0	0	61	48.0%
Scrap Metal	0	2	0	0	2	1.6%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	0	0	0	0	0.0%
Street	9	3	0	0	12	9.4%
Taxi	17	12	0	0	29	22.8%
<b>Surgery Requests</b>	5					

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.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	5	12	0	0	17	4.4%
Environmental	123	135	0	0	258	66.2%
Food	27	21	0	0	48	12.3%
Health & Safety	15	10	0	0	25	6.4%
Information Requests	16	22	0	0	38	9.7%
Public Burial	3	1	0	0	4	1.0%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	4	7	0	0	11	4.3%
Accumulations - Domestic	18	19	0	0	37	14.3%
Drainage	2	2	0	0	4	1.6%
Light Nuisance	1	0	0	0	1	0.4%
Noise - Alarm	0	2	0	0	2	0.8%
Noise - Commercial Premises	19	23	0	0	42	16.3%
Noise - Domestic	61	60	0	0	121	46.9%
Noise - Industrial or Agricultural	3	6	0	0	9	3.5%
Noise - Street	4	1	0	0	5	1.9%
Odour	4	5	0	0	9	3.5%
Smoke, Fumes and Gases	7	10	0	0	17	6.6%

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

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Headless Cross and Oakenshaw	17	8,706	0.20%
Central (Redditch)	17	6,529	0.26%
Batchley and Brockhill	17	8,338	0.20%
Matchborough	16	6,171	0.26%
Abbey	16	6,063	0.26%

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 is the number of FHRS inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	1	0	0	0	1	6.7%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	1	0	0	1	6.7%
Over 7 Day Injury	1	6	0	0	7	46.7%
Injury to Member of the Public	3	3	0	0	6	40.0%

**Number of FHRS Inspections** 91

**Infectious Disease Notifications** 16

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	46	48	0	0	94	74.6%
Report of Lost Dog	10	14	0	0	24	19.0%
Loose Straying Dog	3	5	0	0	8	6.3%

### **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	0	2	0	0	2	3.0%
Contaminated Land	36	11	0	0	47	71.2%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	11	3	0	0	14	21.2%
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	1	0	0	2	3.0%
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	1	0	0	1	1.5%

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

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	1	0	0	0	1	0.2%
Caravan	0	0	0	0	0	0.0%
Charity	2	9	0	0	11	1.9%
Gambling	1	0	0	0	1	0.2%
Licensing Act	55	43	0	0	98	17.2%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	2	4	0	0	6	1.1%
Street	0	0	0	0	0	0.0%
Taxi	221	231	0	0	452	79.4%

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

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	0	1	0	0	1	0.4%
Caravan	0	0	0	0	0	0.0%
Gambling	4	1	0	0	5	2.2%
Licensing Act	34	20	0	0	54	23.6%
Scrap Metal	0	1	0	0	1	0.4%
Sex Establishments	1	0	0	0	1	0.4%
Skin Piercing	3	3	0	0	6	2.6%
Street	6	0	0	0	6	2.6%
Taxi	90	65	0	0	155	67.7%
<b>Surgery Requests</b>	15					

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.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	6	14	0	0	20	3.3%
Environmental	173	203	0	0	376	61.6%
Food	59	58	0	0	117	19.2%
Health & Safety	17	19	0	0	36	5.9%
Information Requests	27	24	0	0	51	8.4%
Public Burial	2	8	0	0	10	1.6%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	5	4	0	0	9	2.4%
Accumulations - Domestic	22	24	0	0	46	12.4%
Drainage	3	2	0	0	5	1.3%
Light Nuisance	1	2	0	0	3	0.8%
Noise - Alarm	2	1	0	0	3	0.8%
Noise - Commercial Premises	21	34	0	0	55	14.8%
Noise - Domestic	72	110	0	0	182	48.9%
Noise - Industrial or Agricultural	11	8	0	0	19	5.1%
Noise - Street	4	3	0	0	7	1.9%
Odour	6	2	0	0	8	2.2%
Smoke, Fumes and Gases	25	10	0	0	35	9.4%

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.

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Cathedral	44	10,372	0.42%
Warndon	29	5,812	0.50%
Gorse Hill	24	5,353	0.45%
Nunnery	19	8,103	0.23%
Arboretum	19	6,171	0.31%

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 is the number of FHRS inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	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	9	0	0	15	68.2%
Injury to Member of the Public	6	1	0	0	7	31.8%

**Number of FHRS Inspections** 101

**Infectious Disease Notifications** 24

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	61	47	0	0	108	74.0%
Report of Lost Dog	12	15	0	0	27	18.5%
Loose Straying Dog	4	7	0	0	11	7.5%

### **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	2	8	0	0	10	23.8%
Contaminated Land	0	4	0	0	4	9.5%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	11	14	0	0	25	59.5%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

### **Requests to Discharge**

Air Quality	0	1	0	0	1	2.4%
Contaminated Land	0	1	0	0	1	2.4%
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	1	0	0	1	2.4%

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

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	1	0	0	0	1	0.2%
Caravan	0	0	0	0	0	0.0%
Charity	8	24	0	0	32	5.2%
Gambling	9	9	0	0	18	2.9%
Licensing Act	104	114	0	0	218	35.7%
Scrap Metal	2	0	0	0	2	0.3%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	5	9	0	0	14	2.3%
Street	19	25	0	0	44	7.2%
Taxi	141	141	0	0	282	46.2%

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.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	2	3	0	0	5	2.1%
Caravan	0	0	0	0	0	0.0%
Gambling	13	3	0	0	16	6.8%
Licensing Act	59	36	0	0	95	40.1%
Scrap Metal	1	0	0	0	1	0.4%
Sex Establishments	0	1	0	0	1	0.4%
Skin Piercing	1	2	0	0	3	1.3%
Street	22	19	0	0	41	17.3%
Taxi	61	14	0	0	75	31.6%
<b>Surgery Requests</b>	22					

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.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	20	12	0	0	32	5.6%
Environmental	166	160	0	0	326	57.3%
Food	59	55	0	0	114	20.0%
Health & Safety	14	13	0	0	27	4.7%
Information Requests	32	37	0	0	69	12.1%
Public Burial	1	0	0	0	1	0.2%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	2	7	0	0	9	2.8%
Accumulations - Domestic	16	17	0	0	33	10.3%
Drainage	6	8	0	0	14	4.4%
Light Nuisance	4	0	0	0	4	1.3%
Noise - Alarm	0	3	0	0	3	0.9%
Noise - Commercial Premises	39	37	0	0	76	23.8%
Noise - Domestic	46	41	0	0	87	27.3%
Noise - Industrial or Agricultural	9	5	0	0	14	4.4%
Noise - Street	1	2	0	0	3	0.9%
Odour	9	12	0	0	21	6.6%
Smoke, Fumes and Gases	30	25	0	0	55	17.2%

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

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Evesham North	15	5,079	0.30%
Pinvin	14	2,973	0.47%
Ombersley	10	2,364	0.42%
Droitwich East	9	5,467	0.16%
Bengeworth	9	5,589	0.16%

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 is the number of FHRS inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	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	3	0	0	3	16.7%
Over 7 Day Injury	5	3	0	0	8	44.4%
Injury to Member of the Public	3	4	0	0	7	38.9%

**Number of FHRS Inspections** 162

**Infectious Disease Notifications** 28

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	87	50	0	0	137	71.7%
Report of Lost Dog	25	24	0	0	49	25.7%
Loose Straying Dog	0	5	0	0	5	2.6%

### **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	11	13	0	0	24	5.3%
Contaminated Land	147	99	0	0	246	54.2%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	78	86	0	0	164	36.1%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	1	0	0	1	0.2%

### **Requests to Discharge**

Air Quality	1	1	0	0	2	0.4%
Contaminated Land	5	4	0	0	9	2.0%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	1	2	0	0	3	0.7%
Nuisance	1	4	0	0	5	1.1%

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

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	3	5	0	0	8	1.2%
Caravan	2	1	0	0	3	0.4%
Charity	9	13	0	0	22	3.2%
Gambling	27	13	0	0	40	5.8%
Licensing Act	206	168	0	0	374	54.1%
Scrap Metal	0	1	0	0	1	0.1%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	0	0	0	0	0.0%
Street	0	1	0	0	1	0.1%
Taxi	109	133	0	0	242	35.0%

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

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	10	5	0	0	15	5.1%
Caravan	4	6	0	0	10	3.4%
Gambling	12	9	0	0	21	7.2%
Licensing Act	86	55	0	0	141	48.3%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	1	0	0	1	0.3%
Street	15	13	0	0	28	9.6%
Taxi	51	25	0	0	76	26.0%
<b>Surgery Requests</b>	36					

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.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	8	9	0	0	17	4.0%
Environmental	121	123	0	0	244	57.5%
Food	38	32	0	0	70	16.5%
Health & Safety	15	20	0	0	35	8.3%
Information Requests	37	19	0	0	56	13.2%
Public Burial	0	2	0	0	2	0.5%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	4	5	0	0	9	3.7%
Accumulations - Domestic	10	15	0	0	25	10.3%
Drainage	0	0	0	0	0	0.0%
Light Nuisance	2	1	0	0	3	1.2%
Noise - Alarm	2	4	0	0	6	2.5%
Noise - Commercial Premises	27	24	0	0	51	21.0%
Noise - Domestic	53	51	0	0	104	42.8%
Noise - Industrial or Agricultural	3	1	0	0	4	1.6%
Noise - Street	2	1	0	0	3	1.2%
Odour	5	3	0	0	8	3.3%
Smoke, Fumes and Gases	12	18	0	0	30	12.3%

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.

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Rock	22	2,461	0.89%
Bewdley and Arley	16	6,327	0.25%
Lickhill	14	6,805	0.21%
Broadwaters	13	7,936	0.16%
Blakedown and Chaddesley	12	4,152	0.29%

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 is the number of FHRS inspections conducted.

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurrence	0	1	0	0	1	5.6%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	1	0	0	1	5.6%
Major Incident	2	0	0	0	2	11.1%
Over 7 Day Injury	0	6	0	0	6	33.3%
Injury to Member of the Public	5	3	0	0	8	44.4%

**Number of FHRS Inspections** 141

**Infectious Disease Notifications** 24

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	60	68	0	0	128	70.7%
Report of Lost Dog	23	12	0	0	35	19.3%
Loose Straying Dog	11	7	0	0	18	9.9%

### **Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	5	5	0	0	10	9.3%
Contaminated Land	23	25	0	0	48	44.9%
Food	2	0	0	0	2	1.9%
Health and Safety	2	0	0	0	2	1.9%
Nuisance / Noise	16	20	0	0	36	33.6%
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	1.9%
Contaminated Land	4	2	0	0	6	5.6%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	1	0	0	1	0.9%
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.

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	1	4	0	0	5	1.4%
Caravan	0	0	0	0	0	0.0%
Charity	2	4	0	0	6	1.7%
Gambling	14	5	0	0	19	5.3%
Licensing Act	102	97	0	0	199	55.4%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	7	5	0	0	12	3.3%
Street	14	0	0	0	14	3.9%
Taxi	43	61	0	0	104	29.0%

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.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	5	4	0	0	9	6.2%
Caravan	2	0	0	0	2	1.4%
Gambling	3	2	0	0	5	3.4%
Licensing Act	35	19	0	0	54	37.2%
Scrap Metal	3	2	0	0	5	3.4%
Sex Establishments	0	1	0	0	1	0.7%
Skin Piercing	0	0	0	0	0	0.0%
Street	15	5	0	0	20	13.8%
Taxi	26	23	0	0	49	33.8%
<b>Surgery Requests</b>	44					