



Worcestershire
Regulatory Services
Supporting and protecting you

Activity Report 2015/16

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

Index

Front Cover

Index

Summary & Performance (countywide)

Service Overview	1
Environmental Health Overview	2 - 3
Environmental Health Service Requests	4
Nuisance and Noise Cases	5
Noise Cases by Ward	6
Accident Reports	7
FHRS Inspections	8
Infectious Disease Notifications	8
Technical Services Overview	9 - 10
Contaminated Land	
Local Air Quality Management	
Environmental Permitting	
Dog Control	11
Planning Requests	12 - 13
Trading Standards and Animal Health Overview	14 - 15
Trading Standards and Animal Health Service Requests	16 - 17
Licensing Overview	18
Licensing Applications	19
Licensing Service Requests	19

District Overview

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

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



Bromsgrove
District Council
www.bromsgrove.gov.uk



Malvern Hills
District Council
www.malvern hills.gov.uk



REDDITCH BOROUGH COUNCIL
making a difference
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Worcester
CITY COUNCIL



WYCHAVON
DISTRICT COUNCIL
good services, good value



Wyre Forest
District Council



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Environmental Health Overview

David Mellors

Community Environmental Health Manager

Service requests recorded in respect of nuisance cases for this quarter (including noise) were down on the previous 2 years. We have no definitive explanation for these variations, especially as we had a relatively warm autumn and early winter. We are seeking to develop our monitoring systems to see if any of this reduction can be attributable to the introduction of self-help.

Reactive health and safety demand showed another increase over the last quarter and the same quarter last year, putting increased pressure on the team not only because of numbers but also the complexity and seriousness of a small number of cases under investigation which currently include the on-going investigation of 2 fatalities. Just over 300 food hygiene inspections were carried out in Q3 and the food hygiene inspection programme is on or ahead of schedule in all areas.

The contract to provide nuisance investigation work for Tewkesbury Borough Council has been successfully completed, providing an income which has been re-invested in the service. Work continues with the Local Enterprise 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 having met with LEP approval.

There are currently 11 enforcement cases either in the court system or in the final stages of investigation. 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.

In addition, the team dealt with the following issues in Quarter 3:

The successful prosecution of a food premises in November for 5 Food Safety and Hygiene Offences, the Court imposing a £1,000 fine with £1,600 costs;

Another successful Asian Business Seminar was held, this time in Bromsgrove, attended by the Secretary of State for Business, Innovation and Skills, Sajid Javid. The course covers Food Hygiene, Health and Safety and Trading Standards and is delivered in 3 hours. It is delivered in a highly visual form with some Sylheti translation. Alongside their presentations officers also gave practical demonstrations of the tools of their trade, including ultra-violet meters and alcohol dipsticks;

A major clearance at a property in Redditch – Officers had to obtain a warrant to force entry to carry out works under the Public Health Act to deal with filthy and verminous premises and removed two tonnes of waste and contaminated materials;

Actions taken to prevent nuisance from motocross activities in Feckenham, Redditch.



Bromsgrove
District Council
www.bromsgrove.gov.uk



Environmental Health Overview (continued)

Joint working with Highways England contractors to ensure that the impact from M5 Motorway Smart Motorway upgrade works being carried out overnight over a 12 month period were kept to a minimum;

Joint working with Network Rail and its contractors on the new Bromsgrove Railway Station and infrastructure project including S61 consent noise mitigation scheme for Christmas/night time working;

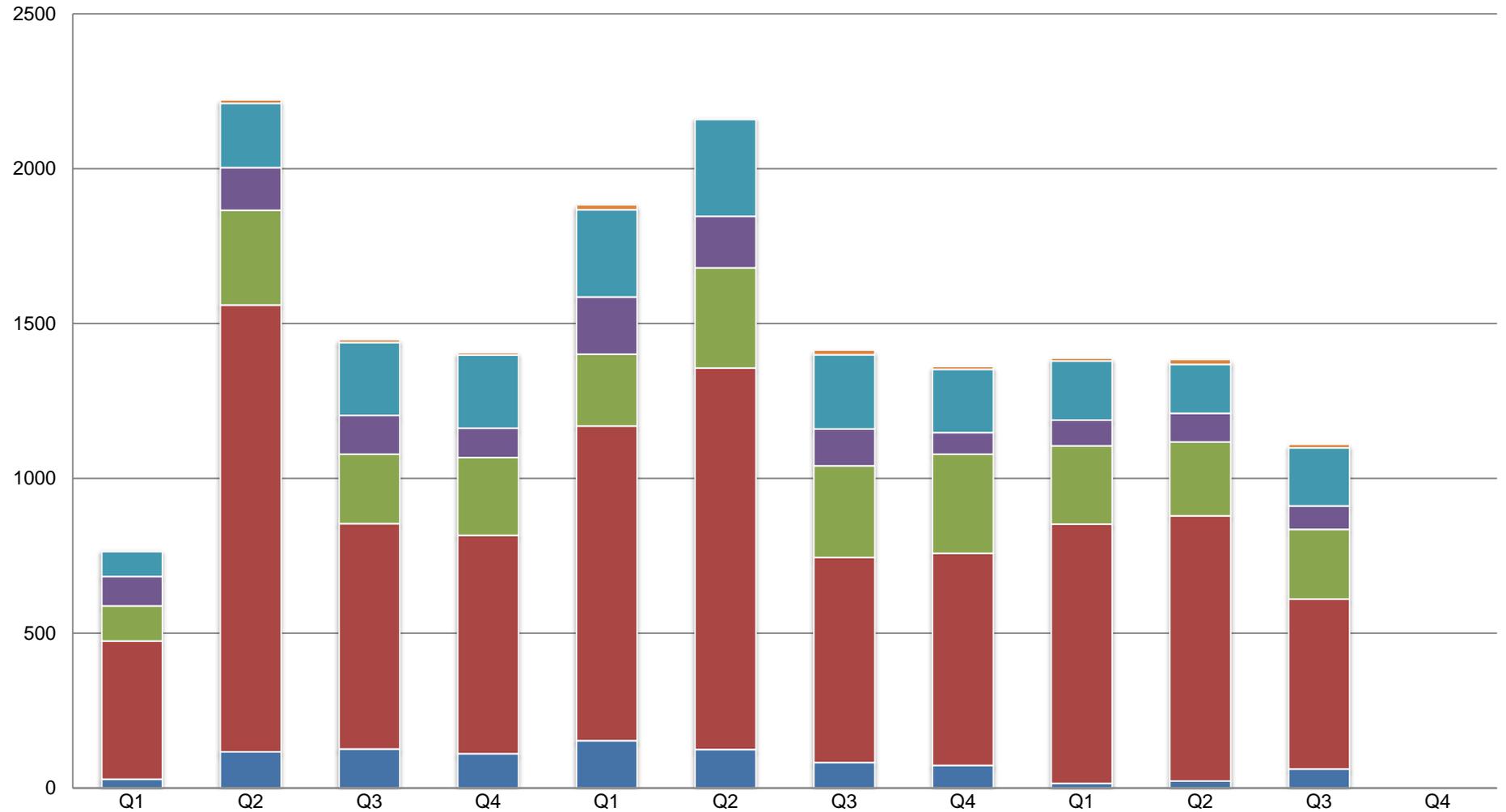
“Do not drink” advice issued in relation to a private water supply sampled and found to be unsatisfactory due to the presence of arsenic;

Two new businesses, Galloping Gourmet and Malvern Tyres, signed up to new Primary Authority agreements;

Food Hygiene Rating Scheme project completed, grant funded by the Food Standards Agency; of the 266 premises visited 76% of Level 4/Level 5 businesses were found to be displaying their rating, with 26% of Level 3s displaying;

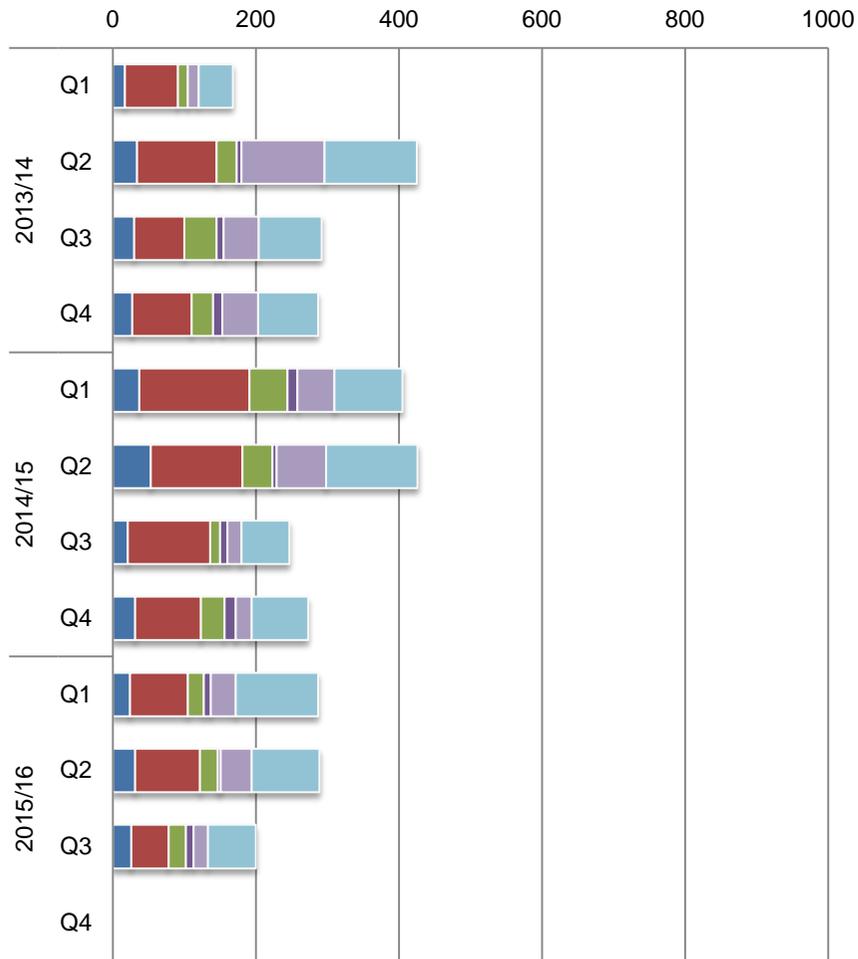
WRS hosted the new Central England Environmental Health Management Board at Wyre Forest House;

Environmental Health Service Requests



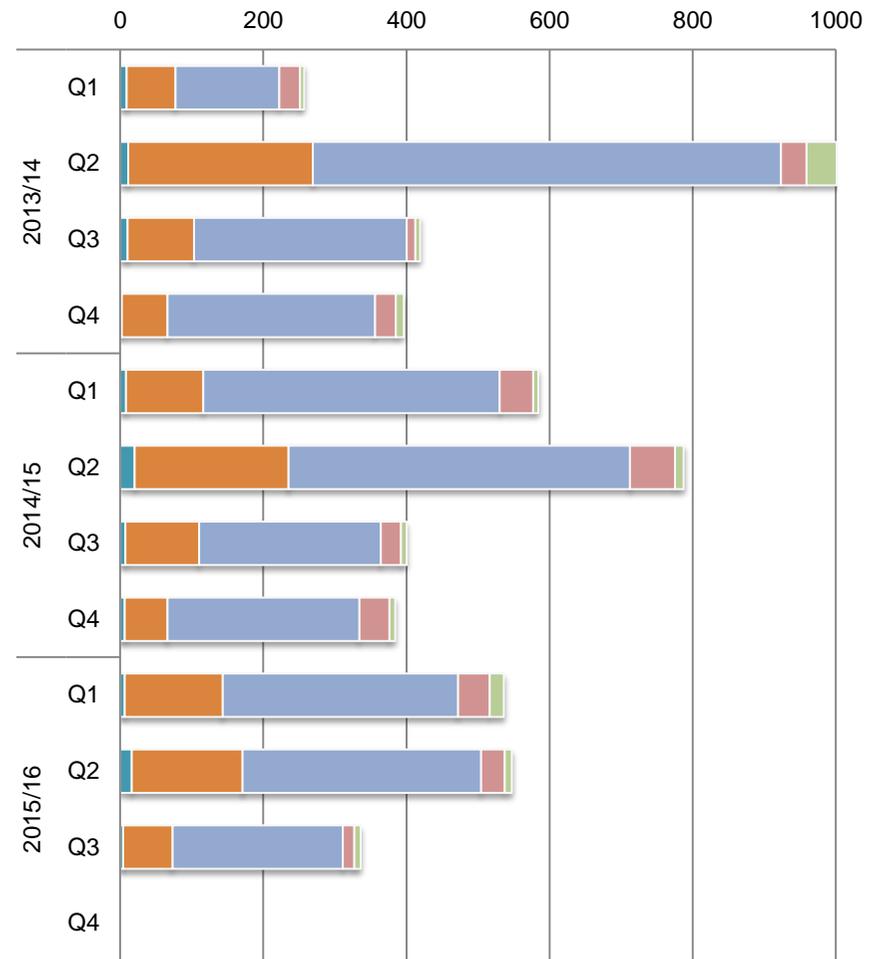
	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Public Burial	5	11	9	8	16	5	15	9	9	16	12	0
Information Requests	81	208	236	236	281	313	239	204	191	158	187	0
Health & Safety	95	138	125	95	185	166	120	70	83	92	76	0
Food	113	305	224	251	232	324	295	320	253	239	225	0
Environmental	446	1443	728	705	1016	1231	662	685	837	856	548	0
Dog Control	29	117	126	111	153	125	83	73	15	23	62	0

Nuisance Cases (excluding noise)



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

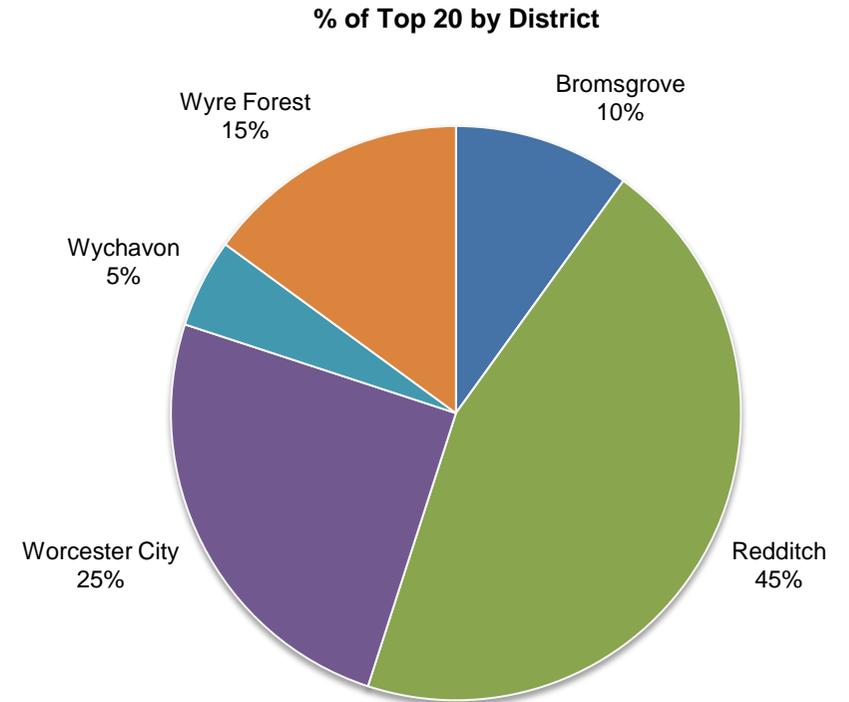
Noise Cases



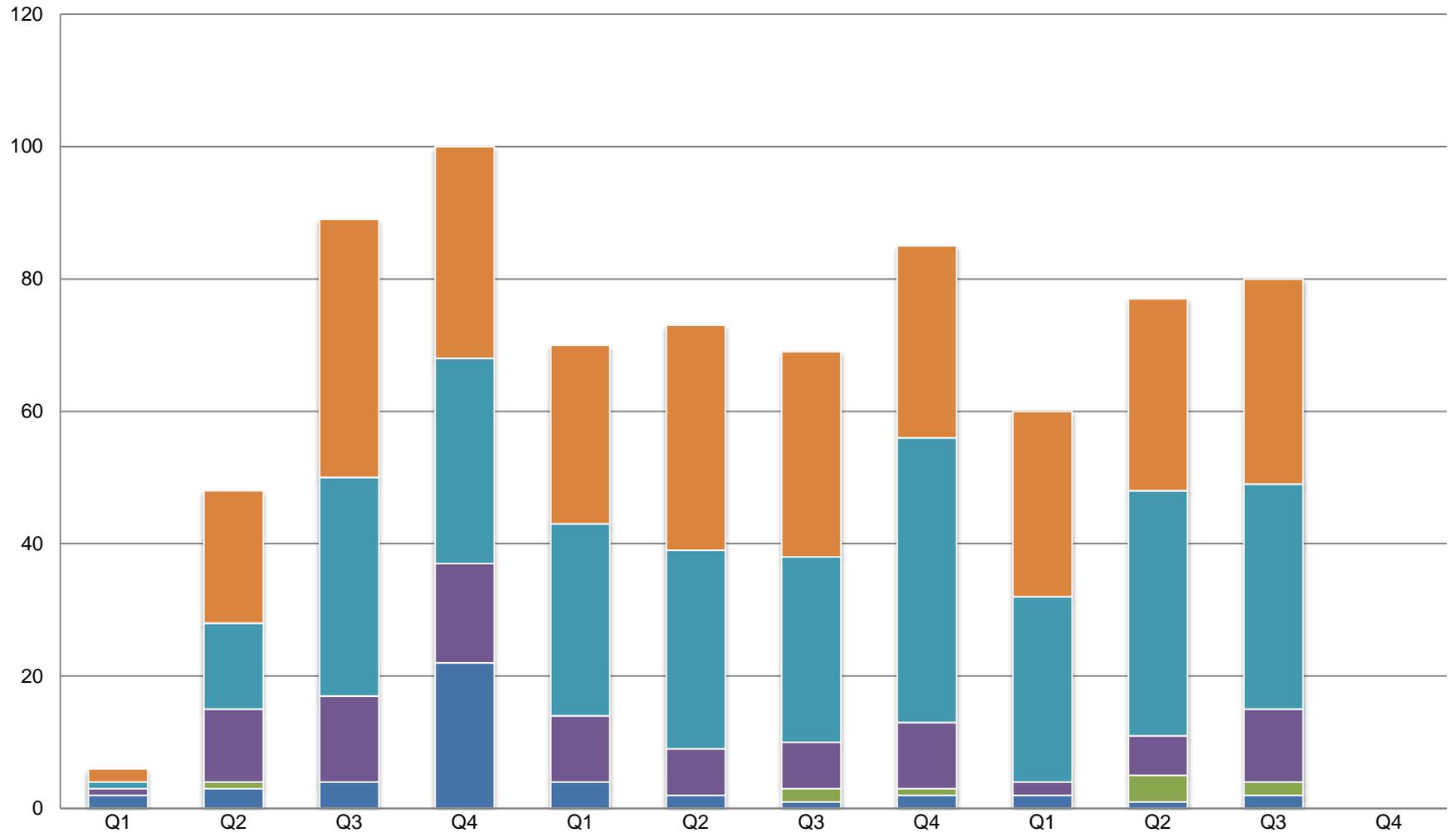
- Noise - Alarm
- Noise - Commercial Premises
- Noise - Domestic
- Noise - Industrial or Agricultural
- Noise - Street

Noise Cases by Ward (top 20)

Ward	Total	Population	Rate (%)
Cathedral	57	10372	0.55%
Gorse Hill	30	5353	0.56%
Batchley and Brockhill	30	8338	0.36%
Charford	27	6639	0.41%
Warndon	26	5812	0.45%
Nunnery	26	8103	0.32%
Evesham North	25	5079	0.49%
Arboretum	24	6171	0.39%
Abbey	24	6063	0.40%
Matchborough	23	6171	0.37%
Bewdley and Arley	22	6327	0.35%
Alvechurch	22	6675	0.33%
Lodge Park	21	5740	0.37%
Headless Cross and Oakenshaw	21	8706	0.24%
Church Hill	20	7982	0.25%
Greenlands	19	8984	0.21%
Central (Redditch)	19	6529	0.29%
Winyates	18	8409	0.21%
Broadwaters	17	7936	0.21%
Lickhill	16	6805	0.24%

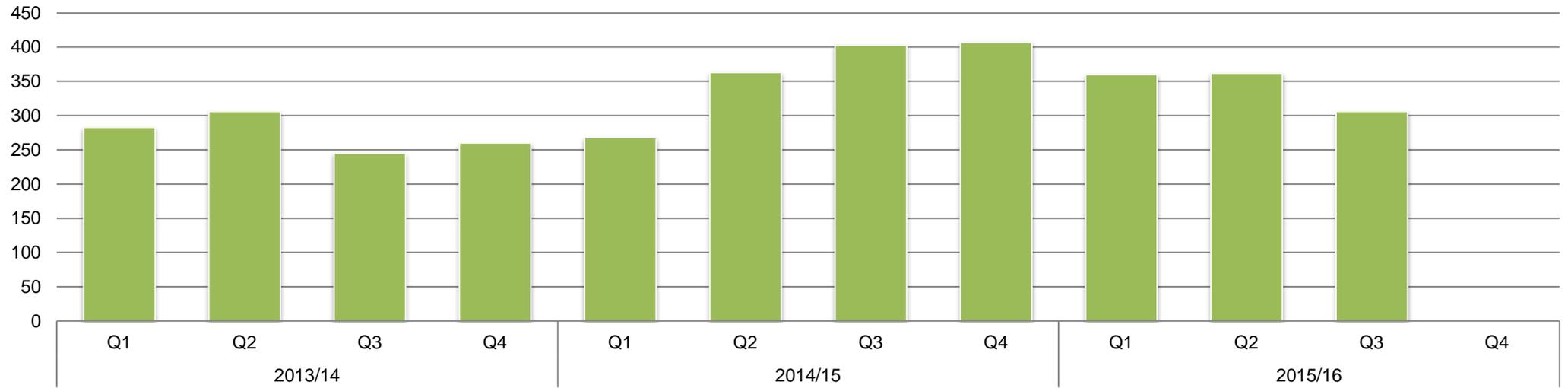


Accident Reports

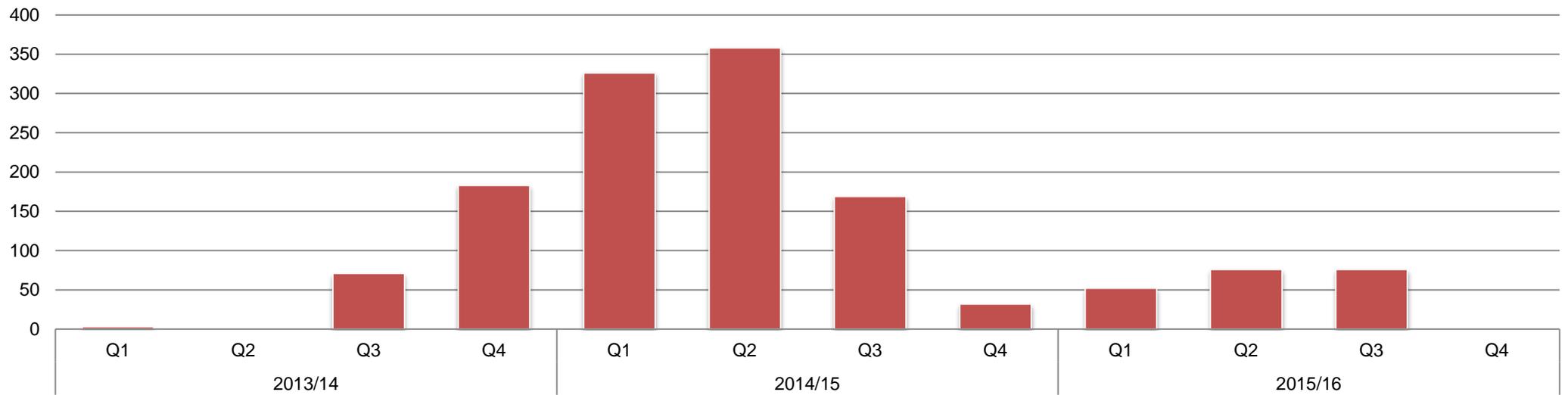


	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Injury to Member of the Public	2	20	39	32	27	34	31	29	28	29	31	0
Over 7 Day Injury	1	13	33	31	29	30	28	43	28	37	34	0
Major Incident	1	11	13	15	10	7	7	10	2	6	11	0
Fatality	0	1	0	0	0	0	2	1	0	4	2	0
Reportable Disease	0	0	0	0	0	0	0	0	0	0	0	0
Dangerous Occurrence	2	3	4	22	4	2	1	2	2	1	2	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 fell overall since the same quarter last year, but numbers remain high. In particular requests to discharge have increased which show the push to complete developments continues. Attendance was requested at only one Planning Committee during the period (Malvern) on the subject of contamination.

Dog Warden and Pest Control Service

Work has continued with the pest control contractors to reduce the expenditure on this service with out reducing service levels. This has been focused on greater advice upfront to prevent false call outs for pests that are not covered by the service and providing advice on how to avoid pest infestations.

This quarter did not see the number of dogs fall as with previous Q3 results. Numbers remain high despite renewed media campaigns to promote dog welfare and what residents can do to find homes for unwanted dogs without abandoning them. The Districts of Worcester City, Wychavon and Wyre Forest continue to have particularly high levels of dogs being reported as strays and understandably more dogs reported as lost.

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. Following on from that reported last time, the Air Quality Action Plan Progress Report for 2015 was submitted to Defra and subsequently approved. This report covered all actions and all Air Quality Management Areas across four of the partners and is available on the WRS website.

Work is ongoing with drafting 2015's annual reports to Defra with the reports for Redditch, Bromsgrove, Wyre Forest, Malvern and Wychavon's complete. Worcester City's is yet to be completed because WRS are trialling the new reporting format on behalf of DEfra which they hope to bring in this year. It is hoped this report will be completed shortly.

A strong funding bid was submitted to Defra for an Air Quality Grant in conjunction with Worcestershire County Council. The bid was for support and promotion of the Worcestershire Car Share Scheme, an action that has been specifically identified in the County Air Quality Action Plan for a number of the AQMAs. Defra commented on the standard of the bid but the funding was heavily oversubscribed and unfortunately we were unsuccessful. However lessons learnt and experiences gained will be utilised for the same next year.

Environmental Permitting

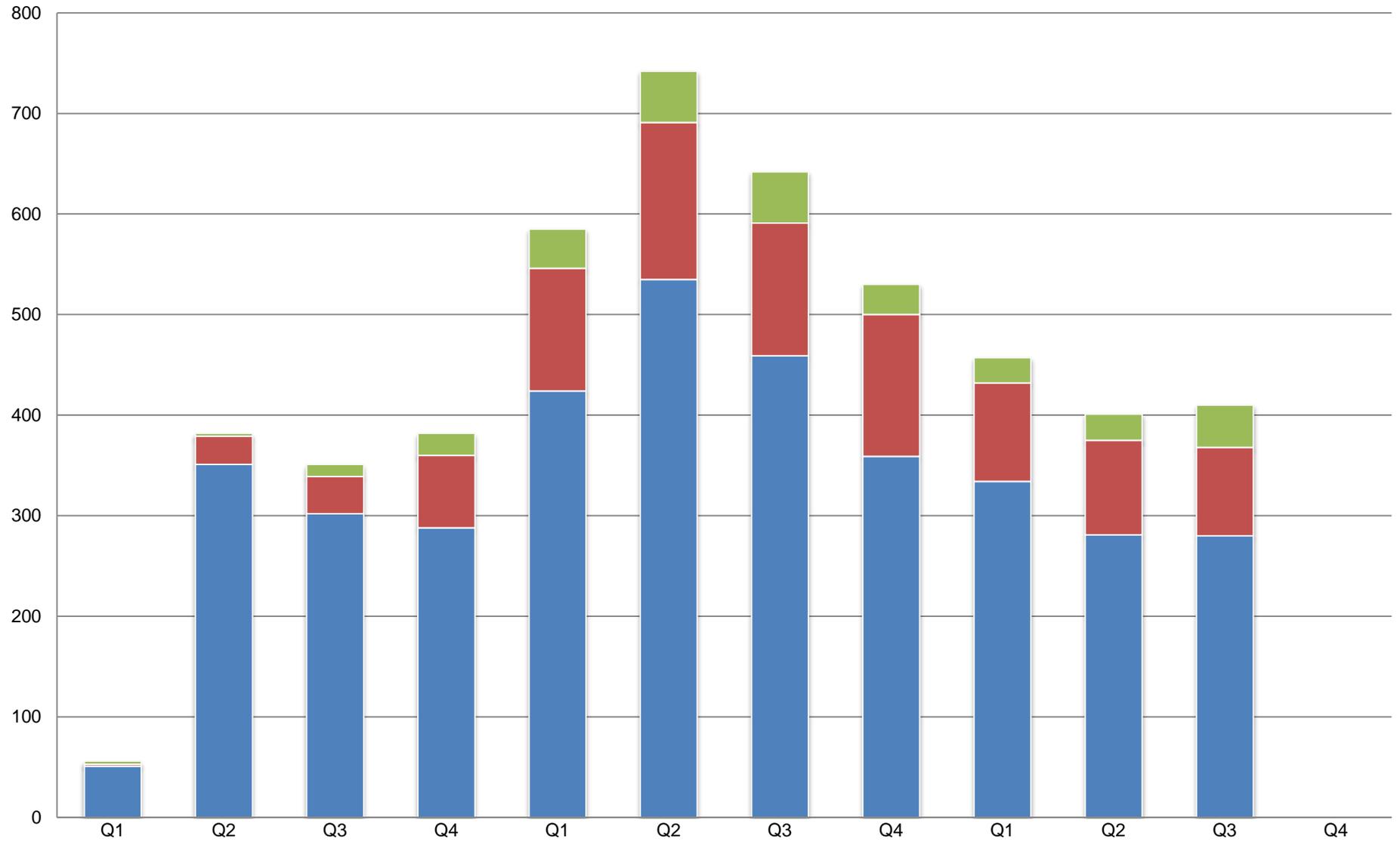
During the 3rd Quarter officers have been focusing upon continued compliance and managing change in regulation. All Small Waste Oil Burners (installed at garages and automobile repair premises) fall into A2 regulation as of the 6th April 2016 which make the running of existing waste oil burning appliances financially impractical. WRS have contacted all businesses in Worcestershire to advise them of this change and advise on the options of converting appliances to cleaner fuels where possible. Significant development in partner areas are listed below :-

Worcester City - Officers continue to work with Aeromet on achieving BAT (Best Available Technique) with a number of improvements to the VOC emission control on their metal treatment process. Testing of new filtering techniques are due to commence in January 2016.

In November WRS prosecuted Webflex Ltd. For operating a regulated activity without a permit or abatement equipment. The company and directors were fined a total of £14,334 at Worcestershire Magistrates Court. The company now have a strategy in place to install abatement equipment and WRS are assisting them in achieving full compliance.

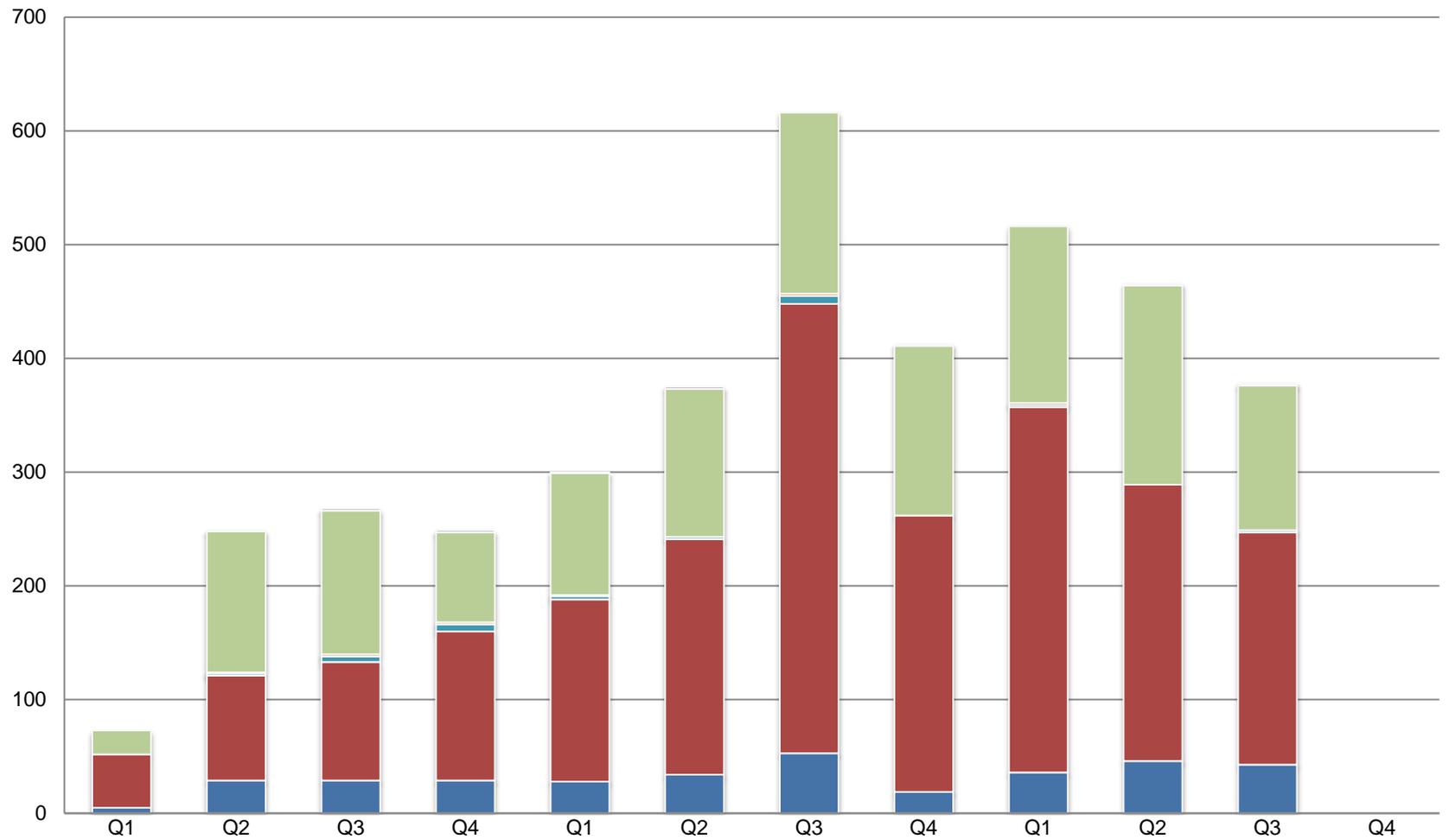
Wyre Forest – We are very pleased to announce that MPB Garden Buildings have now successfully converted their process from solvent to water based surface coatings of their products which is a significant environmental improvements that removes them out of all permit regulation.

Dog Control

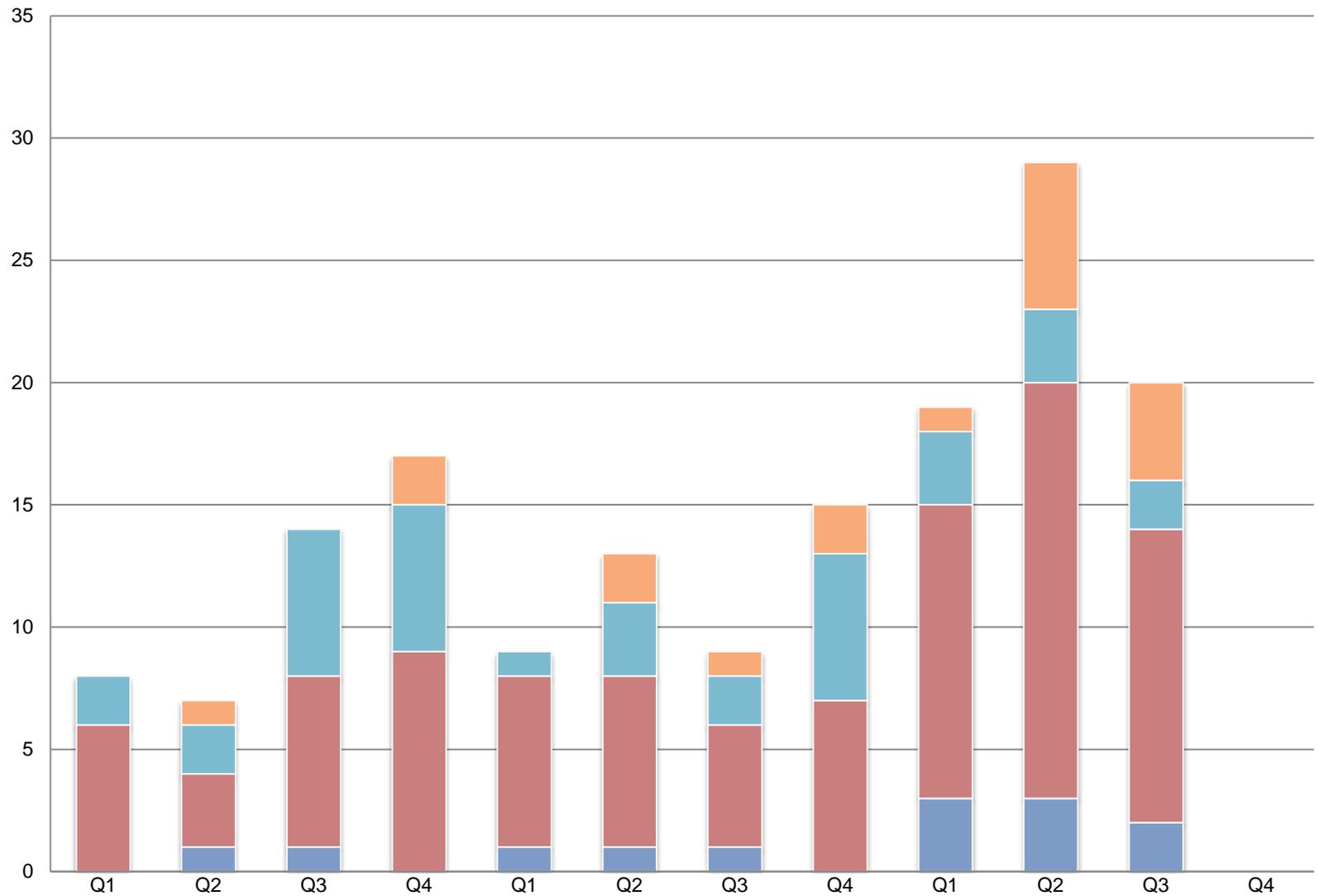


	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2013/14				2014/15				2015/16			
Loose Straying Dog	3	3	12	22	39	51	51	30	25	26	42	0
Report of Lost Dog	2	28	37	72	122	156	132	141	98	94	88	0
Contained Stray Dog	51	351	302	288	424	535	459	359	334	281	280	0

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	1	0
■ Consultation - PPC	1	2	2	2	0	2	0	1	0	0	1	0
■ Consultation - Nuisance / Noise	21	124	126	79	107	130	159	149	155	175	127	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	2	0
■ Consultation - Contaminated Land	47	92	104	131	160	207	395	243	321	243	204	0
■ Consultation - Air Quality	5	29	29	29	28	34	53	19	36	46	43	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	2	2	2	1	2	1	6	4	0	0
Request to Discharge - Noise	2	2	6	6	1	3	2	6	3	3	2	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	12	0
Request to Discharge - Air Quality	0	1	1	0	1	1	1	0	3	3	2	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 fallen to its lowest level for the past three years to 1472 during the quarter. The overall reduction in complaints is believed to have been caused by a reduction in promotion of the advice service especially since its transfer to the Citizens Advice Bureau. Other factors may also have contributed to the reduction including an increase in the number of consumers using self help resources to resolve complaints and an increase in cases reported to other agencies.

Second hand cars continue to be the main source of complaints with home maintenance and home improvements a close second. as with previous quarters 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 further 10 tasking forms have been submitted to the Trading Standards & Animal Health tasking group for consideration for allocation of resources for action during the third quarter making a total of 43 for the year to date. Activities have involved quality standards of food products, the sale of counterfeit and non-duty paid tobacco, complaints against a second-hand car dealer and counterfeit clothing.

In addition to complaints a number of food sampling projects are underway and 244 samples have been submitted to the public analyst during the first two quarters. These cover both Food Standards Agency-funded samples and WRS initiated samples.

A number of cases are under investigation and others, including two animal health cases, are working their way through the court system. Cases going to court during the quarter include:

A Bromsgrove-based motorhome dealer, who forged documents to hide the history of a motorhome, was given a 12 month sentence suspended for 2 years, ordered to do 200 hours unpaid work and ordered to pay fines, costs and compensation totalling £16656.87.

Richard Cooper and his company Alpine Motorhome Ltd appeared before Redditch magistrates after being found guilty at an earlier trial of offences under the Consumer Protection from Unfair Trading Regulations 2008, the Fraud Act 2006 and the Forgery and Counterfeiting Act 1981 for having advertised and sold a Motorhome for £17,000 to an unsuspecting customer without any reference to the fact that the vehicle had previously been in an accident and was an insurance write off.

Mr Cooper then provided a HPI check which detailed the vehicle's history but which failed to identify the vehicle as having previously been involved in an accident and recorded as a Category C write off. It became apparent that the HPI check Mr Cooper had provided was a forgery and had been deliberately altered to hide the information that the vehicle had previously been written off.

Mr Cooper's company, Alpine Motorhomes Ltd was also fined £1,000 for two offences under the Consumer Protection from Unfair Trading Regulations 2008 and ordered to pay £846.91 in costs and a victim surcharge of £50. In addition he was disqualified from being a company director for two years.

Trading Standards and Animal Health Overview (continued)

David Dudley, Birmingham, pleaded guilty at Redditch Magistrates Court on 9 December 2015 to offences under the Trade Marks Act 1994 for possessing counterfeit goods, and under the Bail Act 1976 for failing to attend court.

He received a total financial penalty of £2,226 including a fine, costs, victim surcharge and criminal court charge. In addition a Forfeiture Order was made for all of the fake branded clothes that had been seized by police.

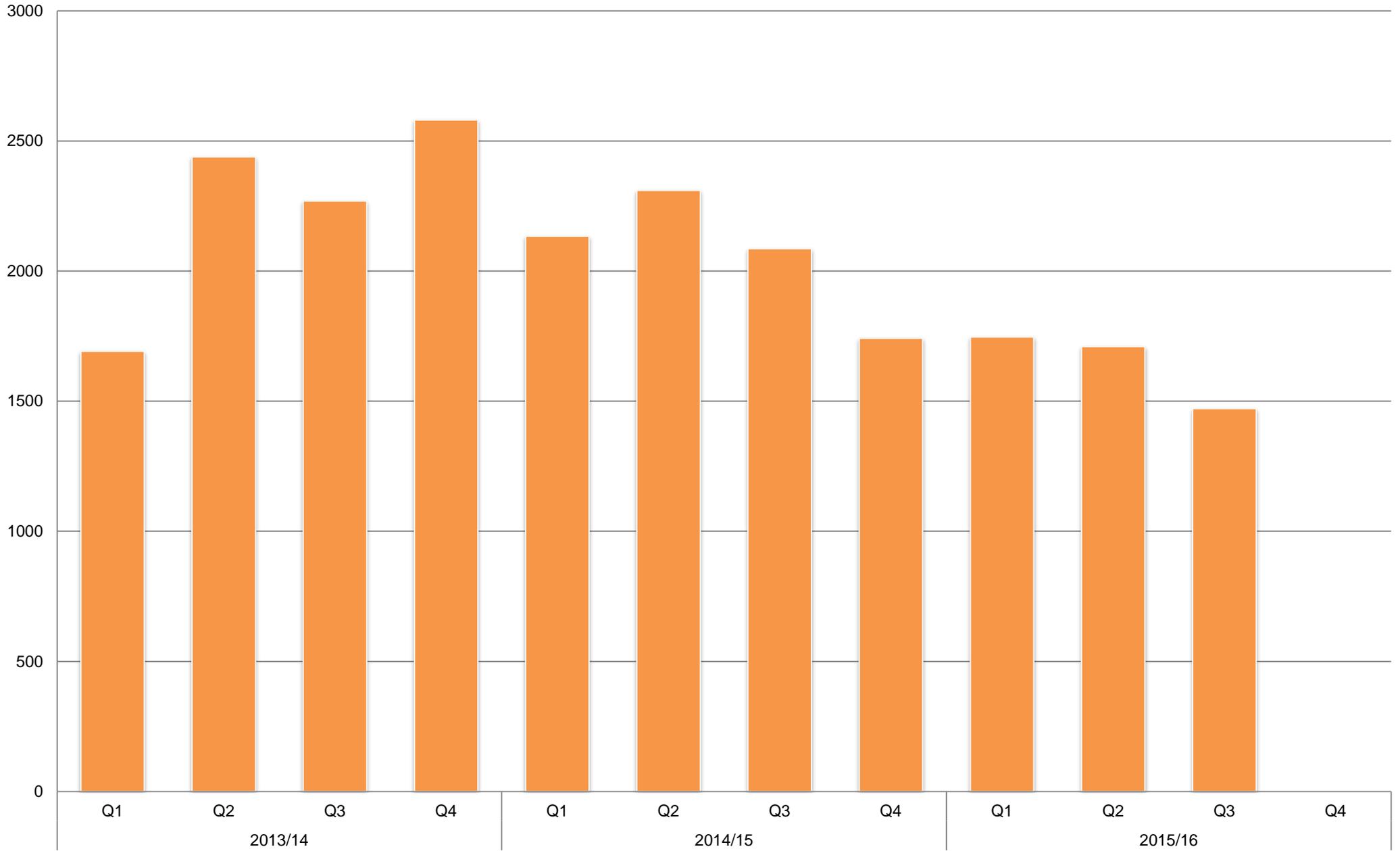
Mr Dudley was pulled over by officers of West Mercia Police on the M5 motorway on 3 November 2013. The van he was driving contained counterfeit clothing, metal poles, tarpaulin and signs advertising tracksuits and hoodies for sale. The police seized 482 fake branded items of clothing with Polo by Ralph Lauren, Hollister, Superdry, Lacoste and Adidas amongst the trade marks. The Police continue to be one of the team's most important partners,

The goods were passed to Trading Standards officers from Worcestershire Regulatory Services who investigated and brought the prosecution. Brand holders estimated that the total value of the seized goods, if genuine, would have been around £25,000 to legitimate businesses.

In the run up to Christmas there have been several consumer safety cases under investigation. The first involves a warehouse in the Wyre Forest area that is a distribution centre for goods being sold via the Internet. Officers were concerned about the safety of some of the goods and submitted several products for electrical or fire safety testing. Results are still awaited for the fire safety testing for some furniture, but the items sent for electrical testing failed and a Suspension Notice has been issued preventing the supply of the goods pending further investigation.

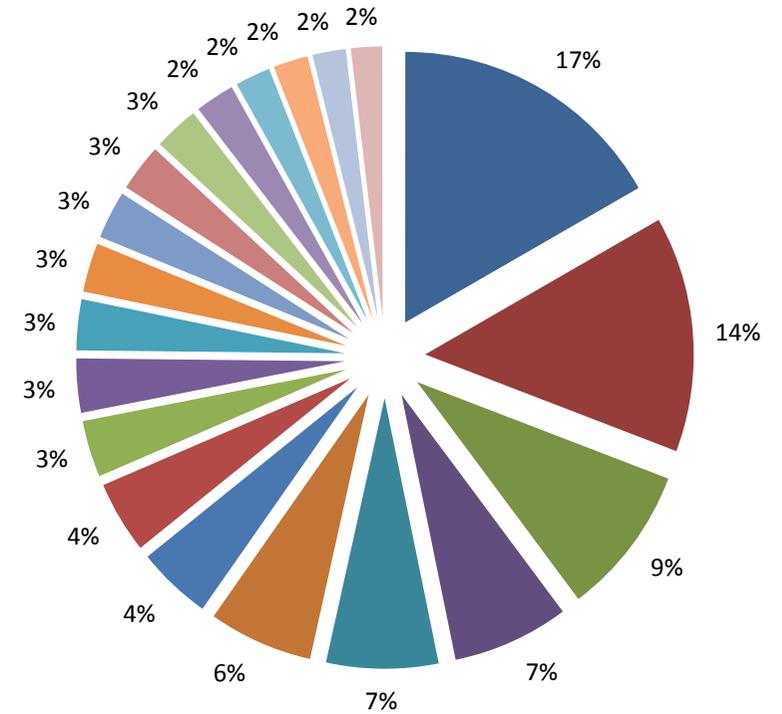
Shortly before Christmas a local retailer was found to be selling "hover boards" of a type believed to have failed electrical safety tests carried out elsewhere in the country. Items submitted for test failed and further investigations are underway.

Trading Standards and Animal Health Service Requests



% Top 20 Complaint and Enquiry Categories

Category	Total
Second Hand Cars	291
Home Maintenance and Improvements	245
Clothing and clothing fabric	156
Food and Drink	122
Furniture	117
Industrial/commercial goods and services	109
Gardening products and services	78
Telecommunications	75
Professional Services	59
Large Domestic Appliances	56
Personal Computers, accessories, software and services	53
Other Personal Goods and Services	51
Toiletries, perfumes, beauty treatments and hairdressing	50
Car repairs and servicing	49
Petrol and Oil	47
Small Domestic Appliances	41
Glazing Products and Installations	37
Pets and Veterinarian Products/Services	36
Sports and hobby equipment and services	35
Other Motor vehicle purchases	33



Licensing Overview

Sue Garratt

Licensing and Support Manager

The Chart on page 18 shows that applications under the Licensing Act and Hackney Carriage and Private Hire taxi legislation continue to dominate the work carried out by the Licensing Team. The data in Q3 shows a slight increase in applications under the Licensing Act over those made in the same quarter last year and there has definitely been an increase in the number of applications for charitable street collections than those received in the previous two quarters; however overall the charitable collections are showing a decrease over the same 3 quarters last year, this maybe due to late submissions for the calendar year 2016 we will have to wait for quarter 4 data to prove whether this is the case or not.

Licensing Officers continue to monitor and respond to changes in national guidance and licensing legislation; key work was undertaken in the last quarter in areas such as taxi licensing (implementation of the Deregulation Act) and in the area of Gambling (review of each districts Statement of Gambling Principles).

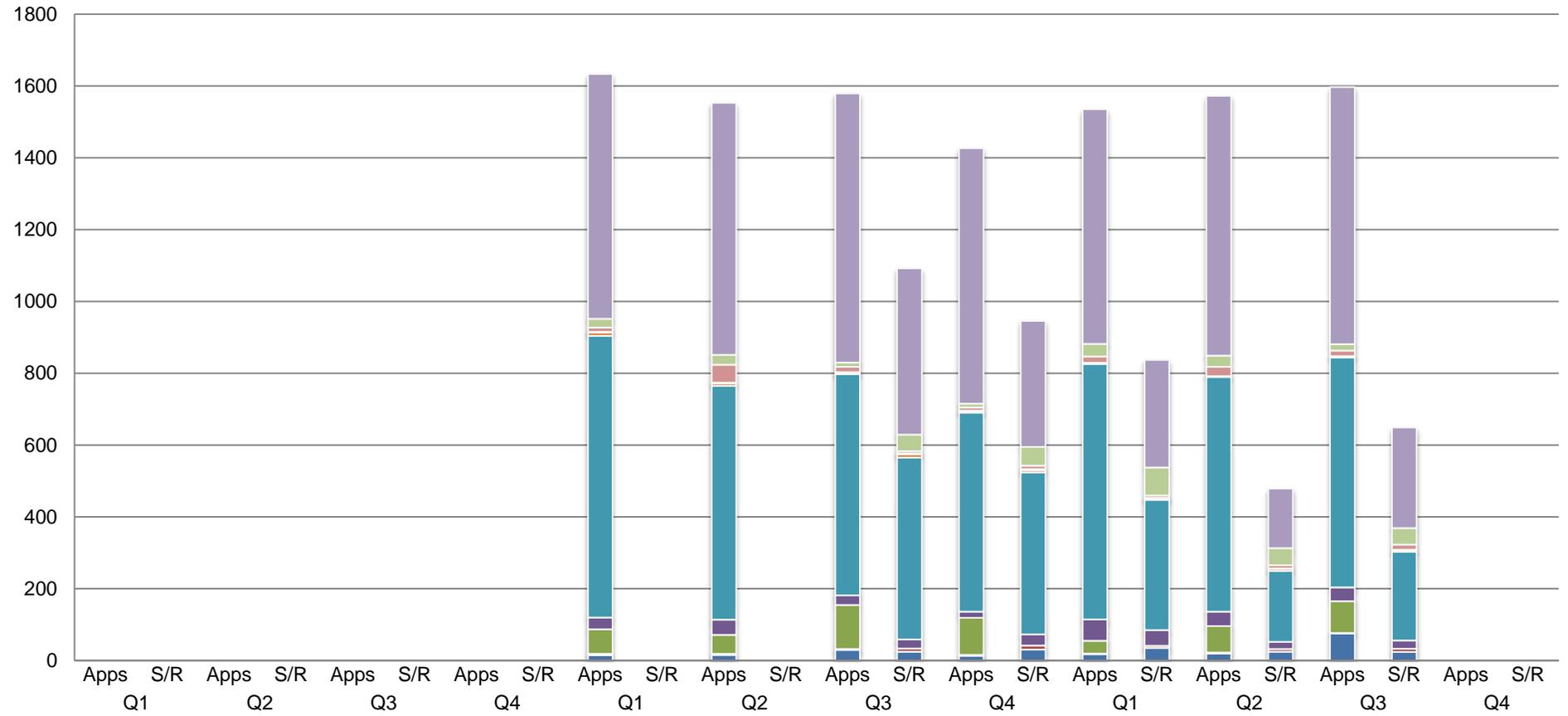
As we moved into Autumn/Winter, and as the Schools, colleges and the university all went back for their Autumn/Winter terms, Licensing Officers worked closely with the County Council (School/passenger transport divisions), the Police and VOSA in undertaking a number of pre planned visits, proactive works and some surprise visits with the Hackney Carriage and Private Hire licensed trade (Operator, Vehicles and Drivers) helping to ensure the safety of the travelling public. Some of these visits resulted in a number of vehicles being issued with compliance notices, and two vehicle suspensions. Licensing Officers at WRS also acted swiftly in two cases to immediately suspend the licenses of two drivers who were arrested for offences involving indecency; one of the drivers has subsequently had their licence revoked by a Licensing Sub-Committee, whilst the other remains suspended pending the outcome of the police investigation. More compliance evenings of this nature are planned in Quarter 4.

Officers from the Licensing Team have also during Quarter 3 been involved in joint inspections on betting premises in two of the six districts. The purpose of the inspections was to assess compliance with premises licence requirements, alongside the requirements of the Gambling Commissions "Licence Conditions and Code of Practice". (LCCP) document. Levels of compliance with the requirements of the legislation, regulations and the LCCP were generally very good, with one of two minor issues being dealt with in dialogue with the relevant Premises Licence holder on the evening itself. Further joint working with the Gambling Commission in other areas of the County have been planned to take place in Quarter 4.

The Licensing team is also in the middle of updating all district website licensing pages, Worcester City Council has been the pilot for the completely redesigned and re-launched licensing pages (over fifty two pages in total) as part of a much larger project to improve the quality of the licensing information provided by each District Council's website. This huge project has taken a lot of hard work and is the first step towards helping the public more easily access information they need on licensing processes and ensuring the right information is available first-hand. Work in this area is on-going with the format being rolled out to each Council one district at a time.

Licensing Officers have also been working in close partnership with West Mercia Police on two separate operations. The first, Operation Trivium targeted unlawful scrap metal dealers in the north of the County with some good results for West Mercia whilst Operation Presence saw Officers working in partnership to monitor the night time economy in the run up to Christmas. This included checks on licensed premises and taxi compliance and resulted in some Premises working more closely with the Police on improving the management of the night time economy.

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	653	299	723	166	716	280	0	0
Street					25	27	12	46	10	52	35	78	31	47	18	46	0	0
Skin Piercing					12	50	15	6	9	10	18	7	26	9	15	14	0	0
Sex Establishment					1	2	4	3	4	3	0	1	0	2	3	1	0	0
Scrap Metal					10	7	2	9	2	6	3	4	2	6	1	5	0	0
Licensing Act					784	651	615	506	554	451	711	363	654	197	640	247	0	0
Gambling					33	42	27	25	17	31	60	44	40	20	39	23	0	0
Charity					68	53	123		103		35		73		88		0	
Caravan					4	3	2	9	2	11	2	6	3	7	1	9	0	0
Animal					15	16	30	25	14	31	18	35	20	25	76	24	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	2	5	7	0	14	2.5%
Environmental	134	123	82	0	339	59.9%
Food	34	25	25	0	84	14.8%
Health & Safety	11	10	9	0	30	5.3%
Information Requests	25	27	37	0	89	15.7%
Public Burial	2	4	4	0	10	1.8%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	4	6	5	0	15	4.5%
Accumulations - Domestic	8	10	5	0	23	6.9%
Drainage	9	8	4	0	21	6.3%
Light Nuisance	1	0	2	0	3	0.9%
Noise - Alarm	1	2	0	0	3	0.9%
Noise - Commercial Premises	13	22	10	0	45	13.5%
Noise - Domestic	57	42	28	0	127	38.1%
Noise - Industrial or Agricultural	8	5	3	0	16	4.8%
Noise - Street	6	1	2	0	9	2.7%
Odour	6	10	6	0	22	6.6%
Smoke, Fumes and Gases	19	17	13	0	49	14.7%

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	27	6,639	0.41%
Alvechurch	22	6,675	0.33%
Sidemoor	13	5,171	0.25%
Catshill	9	4,505	0.20%
Waseley	8	4,428	0.18%

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.

Accident Reports	Q1	Q2	Q3	Q4	Total	% Split
Dangerous Occurrence	0	0	0	0	0	0.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	1	0	0	1	2.8%
Major Incident	0	0	1	0	1	2.8%
Over 7 Day Injury	9	6	8	0	23	63.9%
Injury to Member of the Public	4	4	3	0	11	30.6%

Number of FHRS Inspections 193

Infectious Disease Notifications 38

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	30	28	35	0	93	70.5%
Report of Lost Dog	11	9	11	0	31	23.5%
Loose Straying Dog	4	0	4	0	8	6.1%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	4	5	9	0	18	8.4%
Contaminated Land	50	37	38	0	125	58.1%
Food	0	0	1	0	1	0.5%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	18	21	22	0	61	28.4%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

Requests to Discharge

Air Quality	0	1	1	0	2	0.9%
Contaminated Land	1	3	3	0	7	3.3%
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	1	0	1	0.5%

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	6	21	0	29	4.5%
Caravan	0	0	0	0	0	0.0%
Charity	3	10	12	0	25	3.8%
Gambling	2	5	8	0	15	2.3%
Licensing Act	87	96	83	0	266	40.9%
Scrap Metal	1	0	0	0	1	0.2%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	1	6	3	0	10	1.5%
Street	2	4	3	0	9	1.4%
Taxi	104	103	88	0	295	45.4%

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

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Animal	11	4	3	0	18	6.9%
Caravan	0	0	0	0	0	0.0%
Gambling	6	1	2	0	9	3.5%
Licensing Act	70	24	41	0	135	51.9%
Scrap Metal	0	0	1	0	1	0.4%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	1	2	5	0	8	3.1%
Street	8	5	2	0	15	5.8%
Taxi	32	21	21	0	74	28.5%
Surgery Requests	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.

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Dog Control	2	6	10	0	18	3.8%
Environmental	101	105	53	0	259	54.0%
Food	31	31	32	0	94	19.6%
Health & Safety	6	17	8	0	31	6.5%
Information Requests	27	21	25	0	73	15.2%
Public Burial	1	1	3	0	5	1.0%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	5	3	2	0	10	4.2%
Accumulations - Domestic	6	6	10	0	22	9.2%
Drainage	2	3	2	0	7	2.9%
Light Nuisance	1	1	1	0	3	1.3%
Noise - Alarm	1	4	0	0	5	2.1%
Noise - Commercial Premises	15	14	7	0	36	15.1%
Noise - Domestic	30	27	16	0	73	30.7%
Noise - Industrial or Agricultural	10	8	1	0	19	8.0%
Noise - Street	2	2	0	0	4	1.7%
Odour	5	9	2	0	16	6.7%
Smoke, Fumes and Gases	19	15	9	0	43	18.1%

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	14	4,265	0.33%
Link	11	6,213	0.18%
Kempsey	10	3,852	0.26%
Pickersleigh	9	6,382	0.14%
Priory	8	4,069	0.20%

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.

Accident Reports	Q1	Q2	Q3	Q4	Total	% Split
Dangerous Occurrence	1	0	0	0	1	3.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	2	0	0	2	6.1%
Major Incident	0	2	1	0	3	9.1%
Over 7 Day Injury	3	4	3	0	10	30.3%
Injury to Member of the Public	5	6	6	0	17	51.5%

Number of FHRS Inspections 156

Infectious Disease Notifications 32

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	42	36	41	0	119	70.8%
Report of Lost Dog	14	12	11	0	37	22.0%
Loose Straying Dog	3	1	8	0	12	7.1%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	14	14	11	0	39	12.3%
Contaminated Land	65	68	57	0	190	59.9%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	21	33	22	0	76	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	2	0	9	2.8%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	2	0	0	0	2	0.6%
Nuisance	0	0	1	0	1	0.3%

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	3	16	0	29	4.8%
Caravan	0	0	0	0	0	0.0%
Charity	11	13	14	0	38	6.2%
Gambling	7	8	5	0	20	3.3%
Licensing Act	156	133	109	0	398	65.4%
Scrap Metal	0	1	0	0	1	0.2%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	3	0	0	0	3	0.5%
Street	0	0	0	0	0	0.0%
Taxi	31	44	45	0	120	19.7%

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	8	0	0	14	7.7%
Caravan	0	1	0	0	1	0.5%
Gambling	5	4	2	0	11	6.0%
Licensing Act	39	25	34	0	98	53.8%
Scrap Metal	0	2	0	0	2	1.1%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	1	0	0	1	0.5%
Street	9	3	2	0	14	7.7%
Taxi	19	12	10	0	41	22.5%
Surgery Requests	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.

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Dog Control	2	5	9	0	16	3.0%
Environmental	123	135	101	0	359	67.5%
Food	27	22	12	0	61	11.5%
Health & Safety	15	10	3	0	28	5.3%
Information Requests	16	22	26	0	64	12.0%
Public Burial	3	1	0	0	4	0.8%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	4	7	3	0	14	3.9%
Accumulations - Domestic	18	19	8	0	45	12.6%
Drainage	2	2	4	0	8	2.2%
Light Nuisance	1	0	0	0	1	0.3%
Noise - Alarm	0	2	1	0	3	0.8%
Noise - Commercial Premises	19	23	7	0	49	13.7%
Noise - Domestic	61	60	68	0	189	52.9%
Noise - Industrial or Agricultural	3	6	0	0	9	2.5%
Noise - Street	4	1	1	0	6	1.7%
Odour	4	5	1	0	10	2.8%
Smoke, Fumes and Gases	7	10	6	0	23	6.4%

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
Batchley and Brockhill	30	8,338	0.36%
Abbey	24	6,063	0.40%
Matchborough	23	6,171	0.37%
Lodge Park	21	5,740	0.37%
Headless Cross and Oakenshaw	21	8,706	0.24%

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.

Accident Reports	Q1	Q2	Q3	Q4	Total	% Split
Dangerous Occurrence	1	0	0	0	1	5.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	1	2	0	3	15.0%
Over 7 Day Injury	1	6	2	0	9	45.0%
Injury to Member of the Public	3	3	1	0	7	35.0%

Number of FHRS Inspections 112

Infectious Disease Notifications 24

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	48	48	35	0	131	74.0%
Report of Lost Dog	10	14	12	0	36	20.3%
Loose Straying Dog	3	5	2	0	10	5.6%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	0	2	4	0	6	6.2%
Contaminated Land	36	11	18	0	65	67.0%
Food	0	0	1	0	1	1.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	11	3	7	0	21	21.6%
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	1	0	3	3.1%
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	1.0%

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	4	0	5	0.5%
Caravan	0	0	0	0	0	0.0%
Charity	2	9	7	0	18	2.0%
Gambling	1	0	2	0	3	0.3%
Licensing Act	54	44	58	0	156	17.1%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	2	6	3	0	11	1.2%
Street	0	0	0	0	0	0.0%
Taxi	221	232	268	0	721	78.9%

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	1	1	0	2	0.5%
Caravan	0	0	0	0	0	0.0%
Gambling	4	1	4	0	9	2.5%
Licensing Act	35	20	20	0	75	20.6%
Scrap Metal	0	1	1	0	2	0.5%
Sex Establishments	1	0	0	0	1	0.3%
Skin Piercing	3	3	1	0	7	1.9%
Street	6	0	3	0	9	2.5%
Taxi	93	65	101	0	259	71.2%
Surgery Requests	18					

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	1	2	9	0	12	1.6%
Environmental	173	203	96	0	472	61.1%
Food	59	61	23	0	143	18.5%
Health & Safety	18	19	20	0	57	7.4%
Information Requests	27	24	24	0	75	9.7%
Public Burial	2	8	4	0	14	1.8%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	5	4	7	0	16	3.4%
Accumulations - Domestic	22	24	18	0	64	13.7%
Drainage	3	2	2	0	7	1.5%
Light Nuisance	1	2	1	0	4	0.9%
Noise - Alarm	2	1	1	0	4	0.9%
Noise - Commercial Premises	21	34	11	0	66	14.1%
Noise - Domestic	72	110	46	0	228	48.7%
Noise - Industrial or Agricultural	11	8	0	0	19	4.1%
Noise - Street	4	3	1	0	8	1.7%
Odour	6	2	2	0	10	2.1%
Smoke, Fumes and Gases	25	10	7	0	42	9.0%

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	57	10,372	0.55%
Gorse Hill	30	5,353	0.56%
Warndon	26	5,812	0.45%
Nunnery	26	8,103	0.32%
Arboretum	24	6,171	0.39%

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.

Accident Reports	Q1	Q2	Q3	Q4	Total	% Split
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	1	0	1	3.0%
Over 7 Day Injury	6	9	7	0	22	66.7%
Injury to Member of the Public	6	1	3	0	10	30.3%

Number of FHRS Inspections 141

Infectious Disease Notifications 34

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	63	50	45	0	158	71.2%
Report of Lost Dog	12	15	15	0	42	18.9%
Loose Straying Dog	4	7	11	0	22	9.9%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	2	7	3	0	12	20.3%
Contaminated Land	0	3	1	0	4	6.8%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	11	13	14	0	38	64.4%
PPC	0	0	1	0	1	1.7%
Private Water Supplies	0	0	0	0	0	0.0%

Requests to Discharge

Air Quality	0	1	0	0	1	1.7%
Contaminated Land	0	1	0	0	1	1.7%
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	1	0	2	3.4%

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

Licensing Applications	Q1	Q2	Q3	Q4	Total	% Split
Animal	1	0	5	0	6	0.6%
Caravan	0	0	0	0	0	0.0%
Charity	8	24	8	0	40	4.3%
Gambling	9	9	6	0	24	2.6%
Licensing Act	104	115	160	0	379	40.8%
Scrap Metal	2	0	0	0	2	0.2%
Sex Establishments	0	0	1	0	1	0.1%
Skin Piercing	5	9	3	0	17	1.8%
Street	19	25	9	0	53	5.7%
Taxi	141	139	128	0	408	43.9%

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	3	2	0	7	2.0%
Caravan	0	0	0	0	0	0.0%
Gambling	13	3	2	0	18	5.1%
Licensing Act	63	36	45	0	144	41.0%
Scrap Metal	1	0	1	0	2	0.6%
Sex Establishments	0	1	0	0	1	0.3%
Skin Piercing	1	2	2	0	5	1.4%
Street	23	19	11	0	53	15.1%
Taxi	62	15	44	0	121	34.5%
Surgery Requests	24					

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	5	4	14	0	23	3.0%
Environmental	166	161	110	0	437	56.4%
Food	59	56	51	0	166	21.4%
Health & Safety	14	13	12	0	39	5.0%
Information Requests	32	38	39	0	109	14.1%
Public Burial	1	0	0	0	1	0.1%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	2	7	4	0	13	3.0%
Accumulations - Domestic	16	17	10	0	43	10.0%
Drainage	6	9	9	0	24	5.6%
Light Nuisance	4	0	4	0	8	1.9%
Noise - Alarm	0	3	1	0	4	0.9%
Noise - Commercial Premises	39	37	13	0	89	20.8%
Noise - Domestic	46	41	37	0	124	29.0%
Noise - Industrial or Agricultural	9	5	6	0	20	4.7%
Noise - Street	1	2	4	0	7	1.6%
Odour	9	12	5	0	26	6.1%
Smoke, Fumes and Gases	30	25	15	0	70	16.4%

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
Evesham North	25	5,079	0.49%
Pinvin	16	2,973	0.54%
Bengeworth	13	5,589	0.23%
Droitwich East	11	5,467	0.20%
Ombersley	10	2,364	0.42%

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.

Accident Reports	Q1	Q2	Q3	Q4	Total	% Split
Dangerous Occurrence	0	0	2	0	2	6.9%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	1	0	1	3.4%
Major Incident	0	3	0	0	3	10.3%
Over 7 Day Injury	5	3	2	0	10	34.5%
Injury to Member of the Public	3	4	6	0	13	44.8%

Number of FHRS Inspections 237

Infectious Disease Notifications 39

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	85	51	53	0	189	69.2%
Report of Lost Dog	25	24	21	0	70	25.6%
Loose Straying Dog	0	5	9	0	14	5.1%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	11	13	11	0	35	5.9%
Contaminated Land	147	99	66	0	312	52.6%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	78	86	52	0	216	36.4%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	1	1	0	2	0.3%

Requests to Discharge

Air Quality	1	1	1	0	3	0.5%
Contaminated Land	5	4	5	0	14	2.4%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	1	2	2	0	5	0.8%
Nuisance	1	4	1	0	6	1.0%

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	6	20	0	29	2.8%
Caravan	2	3	1	0	6	0.6%
Charity	9	13	20	0	42	4.0%
Gambling	27	13	11	0	51	4.9%
Licensing Act	207	169	136	0	512	48.9%
Scrap Metal	0	1	0	0	1	0.1%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	0	4	0	4	0.4%
Street	0	1	5	0	6	0.6%
Taxi	109	137	151	0	397	37.9%

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	5	14	0	29	6.6%
Caravan	4	6	8	0	18	4.1%
Gambling	12	9	5	0	26	5.9%
Licensing Act	89	57	48	0	194	44.3%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	1	3	0	4	0.9%
Street	15	13	11	0	39	8.9%
Taxi	53	25	50	0	128	29.2%
Surgery Requests	40					

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	3	1	8	0	12	2.1%
Environmental	121	122	78	0	321	56.9%
Food	38	34	30	0	102	18.1%
Health & Safety	15	20	12	0	47	8.3%
Information Requests	37	21	22	0	80	14.2%
Public Burial	0	2	0	0	2	0.4%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	4	4	2	0	10	3.1%
Accumulations - Domestic	10	15	1	0	26	8.2%
Drainage	0	0	2	0	2	0.6%
Light Nuisance	2	1	1	0	4	1.3%
Noise - Alarm	2	4	0	0	6	1.9%
Noise - Commercial Premises	27	24	10	0	61	19.1%
Noise - Domestic	53	51	42	0	146	45.8%
Noise - Industrial or Agricultural	3	1	2	0	6	1.9%
Noise - Street	2	1	0	0	3	0.9%
Odour	5	3	4	0	12	3.8%
Smoke, Fumes and Gases	12	18	13	0	43	13.5%

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
Bewdley and Arley	22	6,327	0.35%
Broadwaters	17	7,936	0.21%
Lickhill	16	6,805	0.24%
Greenhill	13	8,003	0.16%
Areley Kings	13	5,830	0.22%

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.

Accident Reports	Q1	Q2	Q3	Q4	Total	% Split
Dangerous Occurrence	0	1	0	0	1	4.2%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	1	0	0	1	4.2%
Major Incident	2	0	1	0	3	12.5%
Over 7 Day Injury	0	6	4	0	10	41.7%
Injury to Member of the Public	5	3	1	0	9	37.5%

Number of FHRS Inspections 188

Infectious Disease Notifications 35

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	60	67	69	0	196	72.9%
Report of Lost Dog	23	12	16	0	51	19.0%
Loose Straying Dog	11	7	4	0	22	8.2%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	5	5	5	0	15	10.6%
Contaminated Land	23	25	21	0	69	48.9%
Food	2	0	0	0	2	1.4%
Health and Safety	2	0	0	0	2	1.4%
Nuisance / Noise	16	19	8	0	43	30.5%
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	1.4%
Contaminated Land	4	2	1	0	7	5.0%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	1	0	0	1	0.7%
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	5	10	0	16	2.9%
Caravan	0	0	0	0	0	0.0%
Charity	2	4	26	0	32	5.9%
Gambling	14	5	7	0	26	4.8%
Licensing Act	102	97	94	0	293	53.9%
Scrap Metal	0	0	1	0	1	0.2%
Sex Establishments	0	0	2	0	2	0.4%
Skin Piercing	7	5	2	0	14	2.6%
Street	14	1	1	0	16	2.9%
Taxi	45	63	36	0	144	26.5%

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	4	3	0	12	4.6%
Caravan	2	0	0	0	2	0.8%
Gambling	3	2	5	0	10	3.9%
Licensing Act	40	21	39	0	100	38.6%
Scrap Metal	3	2	2	0	7	2.7%
Sex Establishments	0	1	1	0	2	0.8%
Skin Piercing	0	0	2	0	2	0.8%
Street	15	5	14	0	34	13.1%
Taxi	27	24	39	0	90	34.7%
Surgery Requests	48					