

## Worcestershire Regulatory Services Board

22<sup>nd</sup> June 2016

### Activity and Performance Data Quarters 1, 2 3 and 4

#### Recommendation

That the Board notes the Report and that members use the contents of the activity data in their own reporting back to fellow members of the partner authorities.

#### Background

The report covers both district and county functionality so covers the wide range of local authority corporate priorities to which regulatory services contribute.

The detail of the report focuses on Q4 but the actual data allows comparison with previous quarters and previous years.

#### Contribution to Priorities

Board members have asked the service to provide data on activity levels to help reassure local members that WRS continues to tackle issues broadly across the county

#### Report

##### Activity Data

With respect to **district functions**, as usual, licensing and environmental nuisance continue to make the most impact in terms of demand which is understandable given their direct impact on the public.

The Team Manager has provided a good outline of work done by the Community Environmental Health teams. Quarter 4 saw an increase in nuisance related issues compared with Quarter 3, but in line with the same quarter the previous year. Jan-March saw an increase in the common issues of domestic accumulation, noise and similar nuisance cases compared with Oct - December.

Service requests for both food safety and Health and Safety at Work were up compared with the previous Quarter, but on a par with previous periods. Over 350 food hygiene inspections were carried out in Q4 and the food hygiene inspection programme was completed as anticipated. Also during Q4, the service was given the Better Business for All Innovation Award by the Better Regulation Delivery Office (part of BIS, now called Regulatory Delivery,) for its work to support Asian catering



businesses in the county with compliance across a range of areas including food hygiene, food standards and health and safety. The project was delivered by a team from across the Trading Standards and Environmental health professions and it is hoped that this can be built upon following the county's taking back of its functions.

Planning consultations continue to make large demands in terms of numbers and complexity on the team. Numbers of applications referred or requiring a response were higher than the previous quarter and similar to the same quarter last year, however, the requests to discharge conditions based on our input is significantly up on Q4 last year and higher than the previous quarter. Request to discharge tend to be more time consuming and technical as they are where potential issues have been flagged by conditions that the developers are trying to resolve.

Whilst not significantly different to the previous quarter, the number of stray or lost dogs reported has fallen slightly. This is an ongoing trend, which can be attributed to two main factors. Firstly having many years of dog wardens being in place, most of the habitual straying dogs and packs of roaming dogs have been addressed by seizing the dogs and owners repaying the charges or having their dogs rehomed. The second reason is the increasing use of social media to publicise when someone has found or lost a stray dog. For found dogs this is a worrying trend. With Dog Warden's no longer being notified the found dog remains in the finder's care which brings many risk assessment concerns around dogs in unsuitable homes and in a stressful situation. In most cases an advert is posted for anyone to claim the dog as theirs with no checks being made.

The licensing statistics chart (shown on page 19) shows that applications and service requests under the Licensing Act and Hackney Carriage and Private Hire taxi legislation remain a consistent demand across all four quarters during 15/16. The data in Q3 showed a slight increase in applications for charitable collections than those received in the previous two quarters and this increase has also shown itself in Q4; this is a normal trend and highlights the rhythm of work annually in the charitable sector, i.e. Charities tend to apply for street collection permits at the end of the year stating their preferred collection date/s for the calendar year ahead –by processing the bulk of these types of applications in this way (earlier) enables our customers to plan their charitable events better for the year ahead.

The Licensing Team have worked closely with Immigration Officers on a campaign pilot to target illegal working within the Taxi and Private Hire Industry during Q4. The campaign was aimed at rooting out illegal working and some of the work carried out jointly included exchange of relevant data sets (as a pilot around 550 out of 2500 records were exchanged) and visits to Private Hire Operator bases across the county to raise awareness on how to identify those who have the right to work in the United Kingdom versus those that don't. This exercise also gave us an opportunity to build on professional relationships between the



Home Office/Immigration control and WRS Officers; to cleanse our data sets and match it to the information held by the Home Office (immigration) and also to gather further intelligence by carrying out direct operational activities with those regulatory bodies. The outcome of this pilot scheme has been very good; out of the 550 odd records exchanged only 2 drivers were investigated further and interviewed - with both cases ending in no further action required. WRS is working with the Home Office to extend this pilot to all records later in the year.

**Trading standards** service requests are slightly up compared with Q3 and similar to Q2 but below Q4 last year.

The top three complaint categories are second hand cars, building work and clothing with food coming 4th. Furniture is now down at 5<sup>th</sup>, having been in 3<sup>rd</sup> place for a number of years because of the high level of investment these purchases normally reflect.

Activity continues to be focussed on rogue traders who target vulnerable people, consumer products that are dangerous and can cause people harm and traders with a large number of complaints against them.

### **Performance**

Full details of the end of year performance are included in the annual report. For completeness, they are also included with this activity data.

Customer satisfaction figures for Q2 are 77.9% which is slightly up on last quarter and consistent with the overall satisfaction of 77% for all of last year.

Business satisfaction ended at 97.9%, slightly up on last year and 76.8% of customers feel better equipped to deal with problems after speaking with us which is also a slight increase on the last year.

The cumulative number of sick days per staff member is 2.3 days which surpassed last year's 3.9 days per FTE.

Performance overall is comparable and in some areas improved over last year and we will work as a team to ensure this is reflected at year end. See appendix B Table of PIs)

Finally a couple of press releases from the quarter that should be of interest. All of WRS press releases are available on the website.

### **Items of interest**

#### **Rogue Trading**

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



for the product.

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

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

### **Master Chef achieves Gold Award**

Eckington Manor is the latest business to achieve a Gold Healthier Choices Food award. Chefs Sue Stinchcombe and her husband Mark are the couple behind the Farm to Fork food philosophy at the heart of Eckington Manor. Together, Mark and Sue entice guests with their seasonal menus and recipes developed using produce from Eckington Manor's award winning farm, orchard, vegetable and herb gardens. They offer healthier options such as fish of the day, vegetable soups and beef casserole. All meals offered are cooked from fresh ingredients from the farm, as well as from other local producers.

Customers can request that the food is cooked differently such as being poached or grilled and smaller portions of the menu items are available for children.

This award is the latest achievement following Mark Stinchcombe's recent title of winner of MasterChef: The Professionals 2015.

'We are proud to receive the Gold standard for this award and to use local food suppliers' Mark and Sue Stinchcombe

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## **Contact Points**

## **Background Papers**

Appendix A: Activity Report (separate document)  
Appendix B: Performance indicators Table



## Appendix B: Performance Indicator Table

Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	83%	77%	77.9%	<b>78.2%</b>
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	98%	98%	98%	<b>97.9%</b>
3. % businesses broadly compliant at first assessment/ inspection	Annually	NA	NA	NA	<b>97.4%</b> Bromsgrove 97.1% Malvern 97% Redditch 95.1% Worcester 98.2% Wychavon 99.1% Wyre Forest 96.6%
4. % of food businesses scoring 0,1 or 2 at 1 <sup>st</sup> April each year	Annually	NA	NA	NA	<b>2.6%</b> Bromsgrove 2.9% Malvern 3% Redditch 4.9% Worcester 1.8% Wychavon 0.8% Wyre Forest 3.4%
5. % of applicants for driver licenses rejected as not fit and proper Number of applicants refused, by district, and percentage those drivers represent of the total driver numbers in the County	6-monthly	NA	Bromsgrove 1 Malvern Hills 1 Redditch 6 Worcester 5 Wychavon 1 Wyre Forest 3 <b>Total 17</b> <b>1.1%</b>	NA	Bromsgrove 1 Malvern Hills 1 Redditch 12 Worcester 5 Wychavon 1 Wyre Forest 3 <b>Total 23</b> <b>1.47%</b>
6. % of vehicles found to be defective whilst in service Number of vehicles found to be defective by district and the percentage this represents of the fleet county-wide	6-monthly	NA	Bromsgrove 1 Malvern Hills 1 Redditch 2 Worcester 3 Wychavon 2 Wyre Forest 2 <b>Total 11</b> <b>0.81%</b>	NA	Bromsgrove 1 Malvern Hills 1 Redditch 2 Worcester 3 Wychavon 2 Wyre Forest 2 <b>Total 11</b> <b>0.81%</b>
7. % of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	80%	73%	76.7%	<b>76.8%</b>



8. Review of register of complaints/ compliments NB: See breakdown tables	Quarterly	6/24	9/32	5/22	11/ 25 = <b>31/103</b>
9. Annual staff sickness absence at public sector average or better	Quarterly	0.99 day/ FTE	1.55 days/ FTE	2.13 days/ FTE	<b>2.3 days per FTE</b>
10. % of staff who enjoy working for WRS	Annually	NA	NA	NA	<b>85%</b>
11. % of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	NA	Bromsgrove 3.6% Malvern Hills 1.4% Redditch 4.8% Worcester 5.4% Wychavon 3.6% Wyre Forest 4.7% <b>Worcestershire 3.9%</b>	NA	Bromsgrove 7.9% Malvern 3% Redditch 8.4% Wyre Forest 9.4% Worcester 9.4% Wychavon 5.5% <b>Worcestershire 6.9%</b>
12. Rate of noise complaint per 1000 head of population	6-monthly	NA	Bromsgrove 1.64 Malvern Hills 1.51 Redditch 2.12 Worcester 2.67 Wychavon 1.56 Wyre Forest 1.71 <b>Worcestershire 1.87</b>	NA	Bromsgrove 2.7 Malvern 2.3 Redditch 3.7 Worcester 4.0 Wychavon 2.6 Wyre Forest 3.0 <b>Worcestershire 3.1</b>

