



Worcestershire
Regulatory Services

Supporting and protecting you

Activity Report 2015/16

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

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Service Overview

Simon Wilkes

Head of Regulatory Services

Welcome to the activity data for the final quarter of 2015/16, which allows you to see the picture of the work that has been done by WRS on behalf of the partners during all of this financial year. 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.

Throughout the year, the teams have worked hard to deliver what is required of them by elected members and the public of Worcestershire. In many of the areas that we cover, the Regulators Code requires that we do not impose unnecessary burdens on businesses, only requiring of them what the law requires, nothing more. Sometimes it is difficult to balance this with the needs of members of the public who are being inconvenienced by the activity but we strive to do this and I hope this is reflected for you in the satisfaction figures from businesses and the public who have contacted us.

We hope the information in this document paints the picture of Worcestershire that we describe in our mission statement, “a healthy safe and fair place to live, where businesses can thrive.” Whilst we only play a small part in achieving this with other colleagues across the public sector and with businesses, it seems clear to me that we continue to make a difference by acting on your behalf in the way we do.

In early 2016, Government launched a review of local government’s role in regulation, to which I responded on behalf of the then 7 partners, supported by my Management Board colleagues. Again I was able to paint a balanced picture of the service supporting legitimate honest businesses whilst we pursue those who would ignore the law and put both the public and honest businesses at risk. I hope the management team have been able to show you this with this data set and all of the other information we have provided through the year.

Many thanks for your continuing support,



Simon Wilkes



Bromsgrove
District Council
www.bromsgrove.gov.uk



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



REDDITCH BOROUGH COUNCIL
making
a
difference
www.redditchbc.gov.uk



Worcester
CITY COUNCIL



WYCHAVON
DISTRICT COUNCIL
good services, good value



Wyre Forest
District Council



worcestershire
county council

Environmental Health Overview

David Mellors

Community Environmental Health Manager

This was a particularly challenging quarter for the Community Environmental Health Team as it went through a consultation and subsequent redundancy process to reduce establishment by five full time equivalent members of staff to help the service achieve the budget envelope set by partners going in to 2016/17.

Despite this, performance remained high as described below.

National Innovation Award

The way WRS is helping the local Asian restaurant sector improve in areas like food composition, food safety and health and safety won the “Innovation” award at the Better Business for All Awards in London in March 2016. WRS beat competition from locations across England to be recognised for its innovative collaboration.

The award highlighted WRS’s seminar programme, arranged with the Bangladeshi Catering Association UK, with the help of the Worcester Islamic Association. The seminars support restaurant owners and managers to gain confidence and understanding in self-compliance with regulations, as well as to understand the positive business support that local regulators can provide. The Rt Hon Sajid Javid, Minister for Business Innovation and Skills and MP for Bromsgrove has attended one seminar to offer his support to the programme. These successes have resulted in Primary Authority agreements with the Bangladesh Caterers Association UK and the Guild of Bangladeshi Restaurateurs, establishing WRS as the “go-to” authority for some 30,000 business members nationwide.

The latest seminar which proved a great success was held in Malvern in March.

“Protect the environment for future generations”

During the period WRS recorded 12 cases relating to private water supplies.

“Improve quality of life and wellbeing by ensuring clean and safe neighbourhoods”

During Quarter 4 (Q4) WRS recorded 1,369 cases relating to this strategic objective representing a 10.9% increase when compared to the previous quarter (October – December). This increase is consistent with previous years and is a result of a higher number of cases relating to accumulations at domestic properties, noise pollution and air pollution (smoke, fumes and gases).

Cases relating to noise pollution (27.1%) remain the areas of highest demand.

In terms of geography the highest percentage of pollution and public health cases received related to the districts of Wychavon and Worcester City.



Bromsgrove
District Council
www.bromsgrove.gov.uk



Environmental Health Overview (continued)

Notable pollution and public health cases received during the current assessment period included:

Noise pollution from premises in Bromsgrove due to the use of skips and industrial machinery;
Noise from a motor cross event in Wyre Forest;
Noise pollution from a residential property in Bromsgrove;
Burning of waste from a residential property in Wyre Forest;

During Q4 WRS recorded 123 cases relating to health and safety and 40 cases relating to infectious diseases. Around 40% of cases related to health and safety complaints or enquires however the total number of cases relating to this objective represents a decrease of 32.3% when compared to the previous quarter (October – December).

In terms of geography the highest percentage of health and safety and infectious disease cases during the current assessment period related to the districts of Bromsgrove (20.3%) and Worcester City (19.0%).

“Ensure a safe, healthy and sustainable food chain for the benefit of consumers and the rural economy”

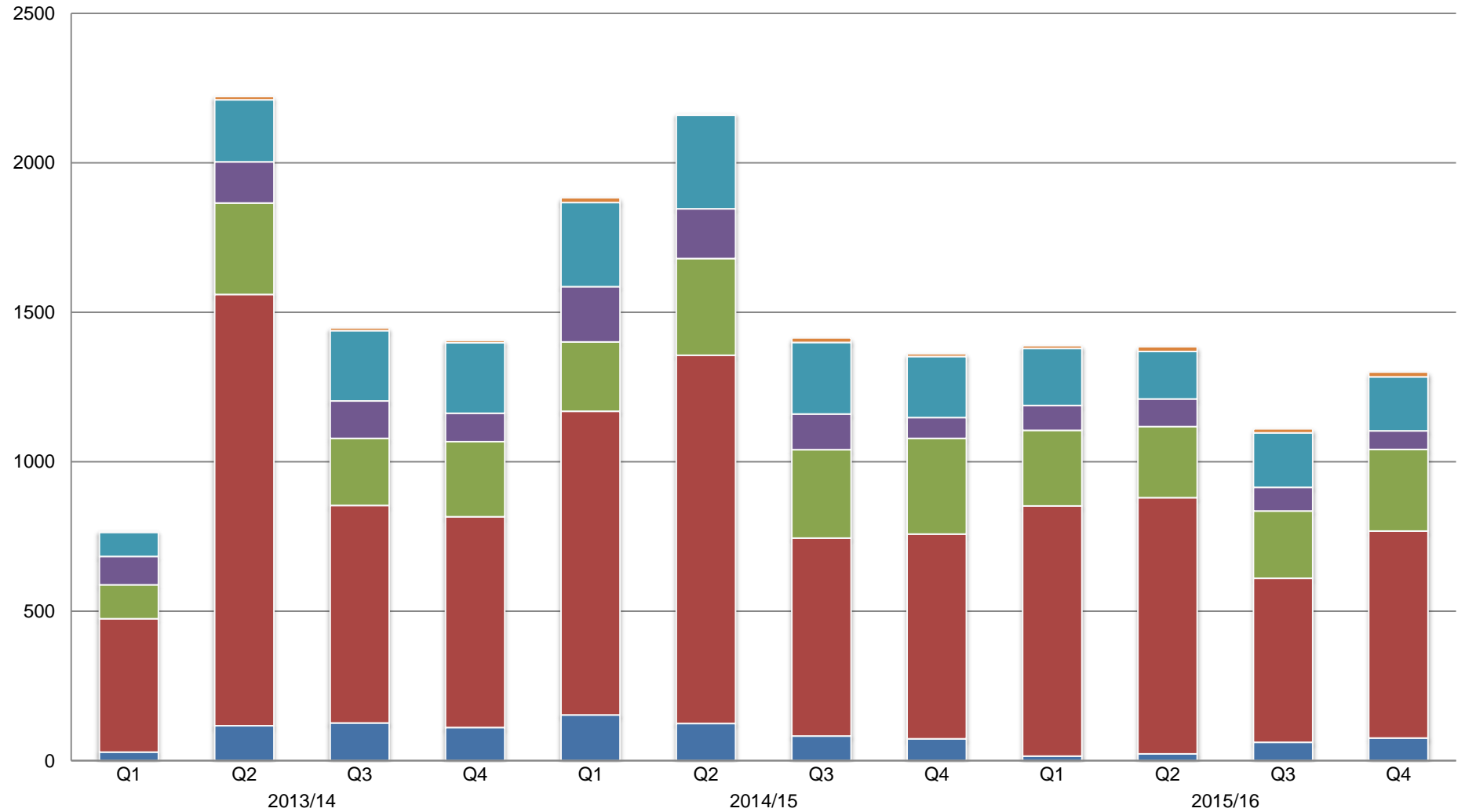
Activities falling under this strategic objective are either proactive food safety interventions or reactive work resulting from complaints and enquiries relating to food safety.

During Q4 WRS recorded 291 cases relating to this strategic objective. This represents a 26.0% increase when compared to the previous quarter (October – December). The highest number of food safety cases related to enquiries and requests for advice (50.9%).

In terms of geography the highest percentage of food safety cases received related to the district of Wychavon (24.4%). In addition 356 inspections were conducted at premises included in the Food Hygiene Rating Scheme.

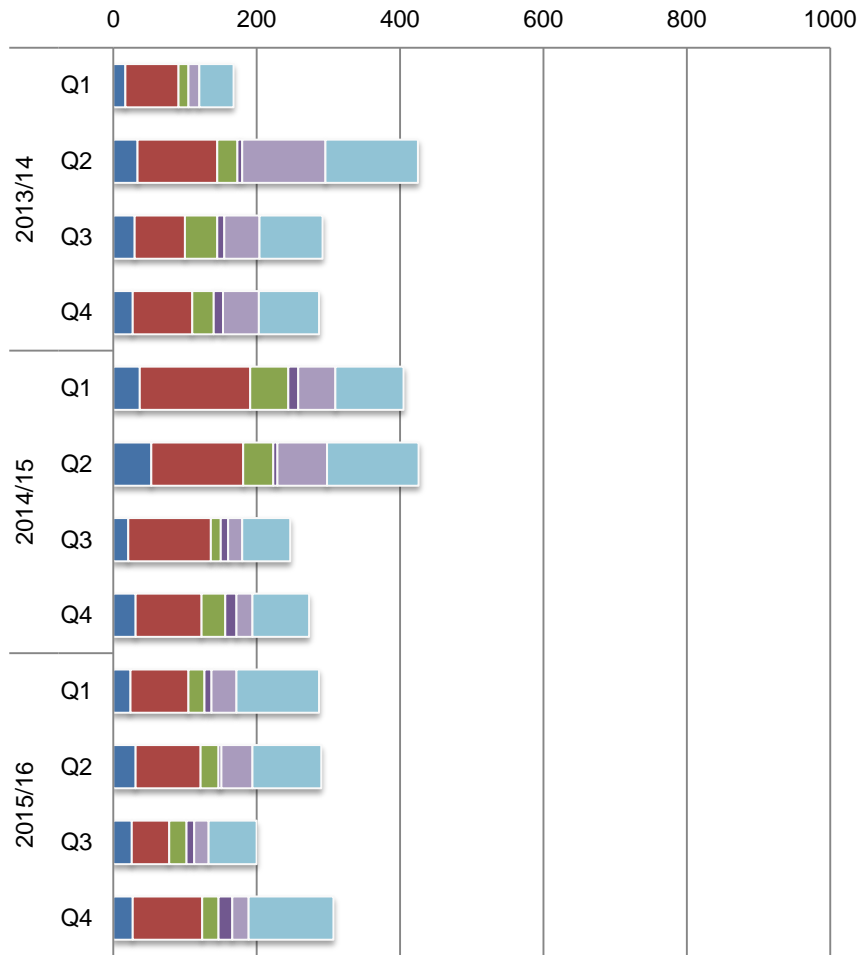
Food premises in Redditch were subject to an Emergency Hygiene Prohibition Notice due to an extensive infestation by mice.

Environmental Health Service Requests



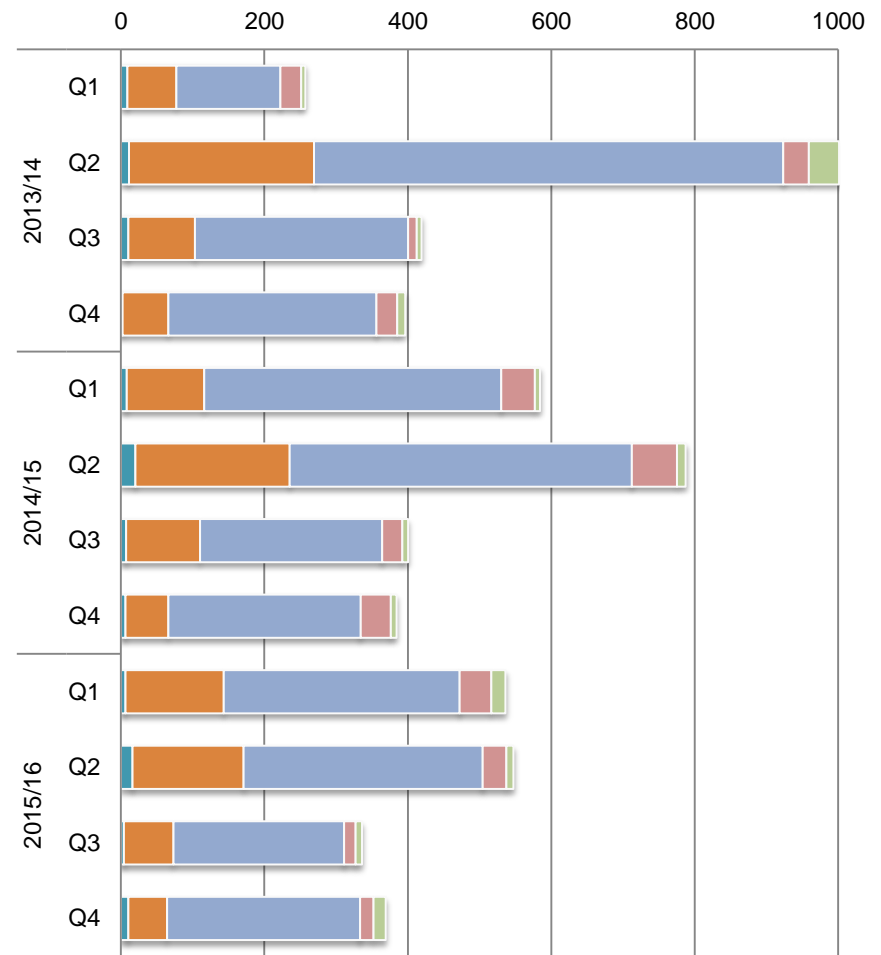
	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Public Burial	5	11	9	8	16	5	15	9	9	16	13	16
Information Requests	81	208	236	236	281	313	239	204	191	159	183	181
Health & Safety	95	138	125	95	185	166	120	70	83	92	79	62
Food	113	305	224	251	232	324	295	320	253	238	225	273
Environmental	446	1443	728	705	1016	1231	662	685	837	857	548	692
Dog Control	29	117	126	111	153	125	83	73	15	23	62	76

Nuisance Cases (excluding noise)



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

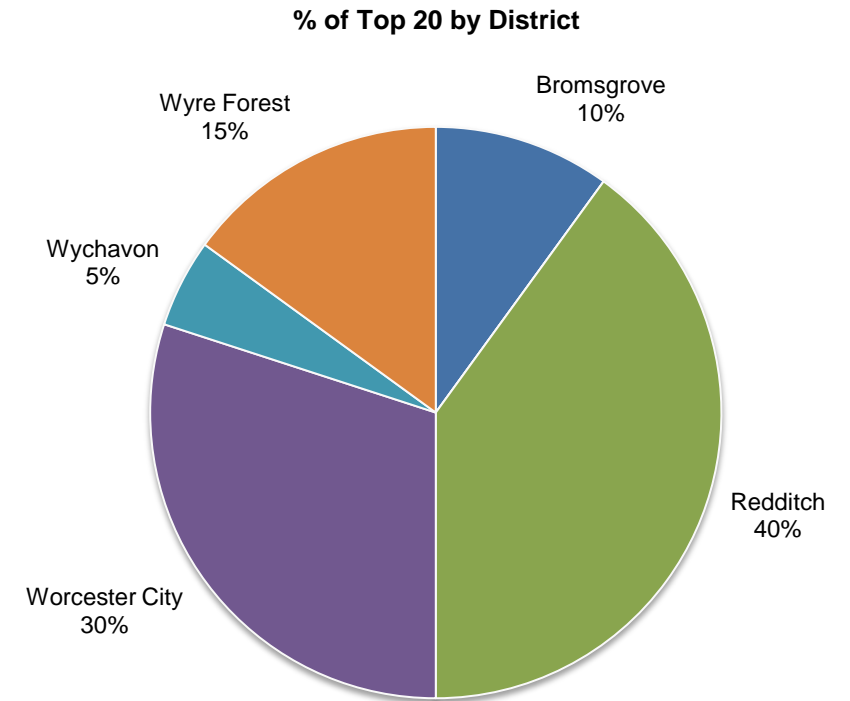
Noise Cases



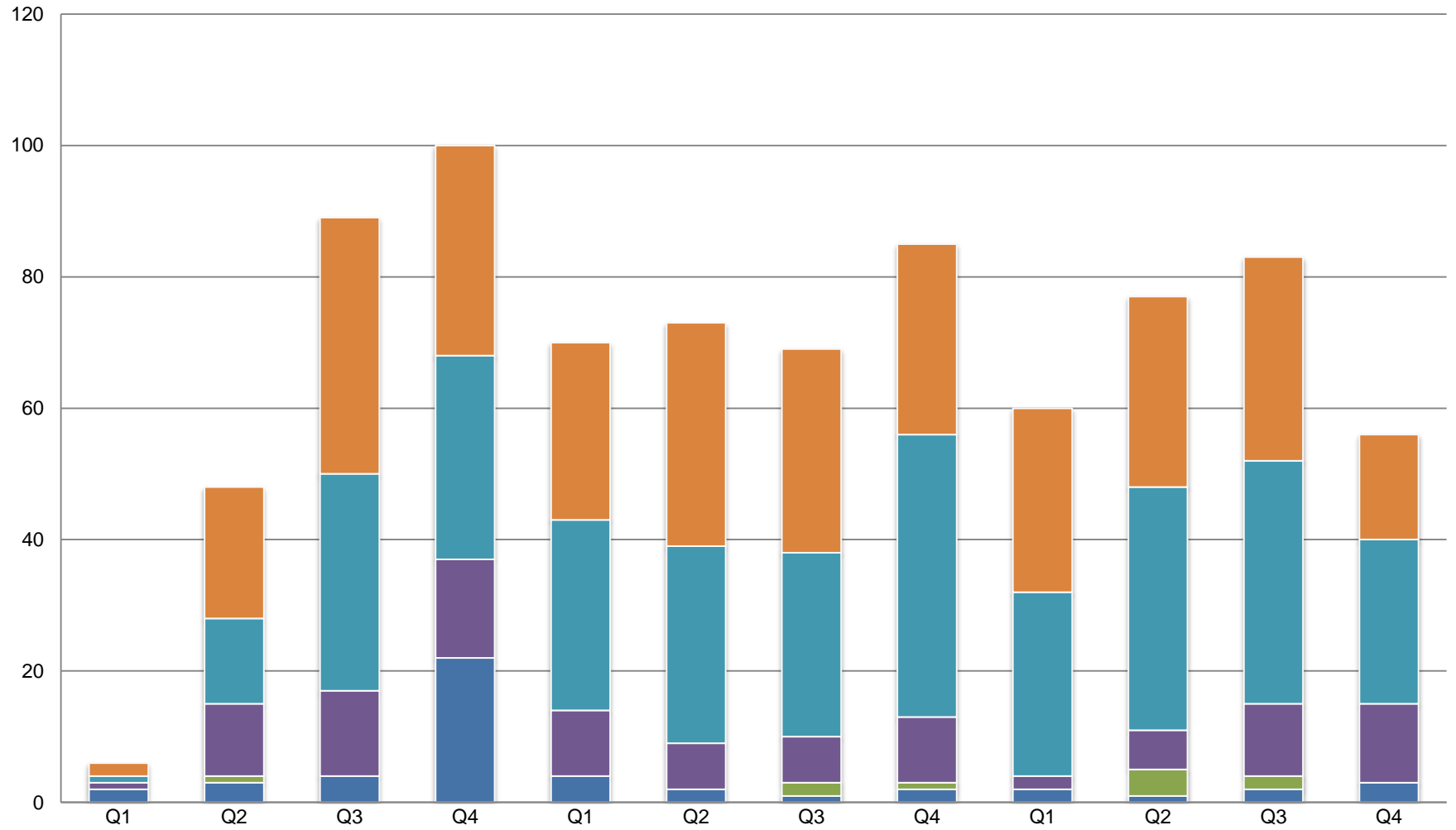
- Noise - Alarm
- Noise - Commercial Premises
- Noise - Domestic
- Noise - Industrial or Agricultural
- Noise - Street

Noise Cases by Ward (top 20)

Ward	Total	Population	Rate (%)
Cathedral	69	10372	0.67%
Batchley and Brockhill	38	8338	0.46%
Warndon	34	5812	0.58%
Charford	34	6639	0.51%
Gorse Hill	32	5353	0.60%
Nunnery	31	8103	0.38%
Evesham North	30	5079	0.59%
Alvechurch	30	6675	0.45%
Abbey	28	6063	0.46%
Winyates	27	8409	0.32%
Arboretum	26	6171	0.42%
Matchborough	26	6171	0.42%
Headless Cross and Oakenshaw	26	8706	0.30%
Church Hill	25	7982	0.31%
Bewdley and Arley	24	6327	0.38%
Broadwaters	23	7936	0.29%
Lodge Park	23	5740	0.40%
Claines	22	8191	0.27%
Greenlands	21	8984	0.23%
Greenhill	20	8003	0.25%

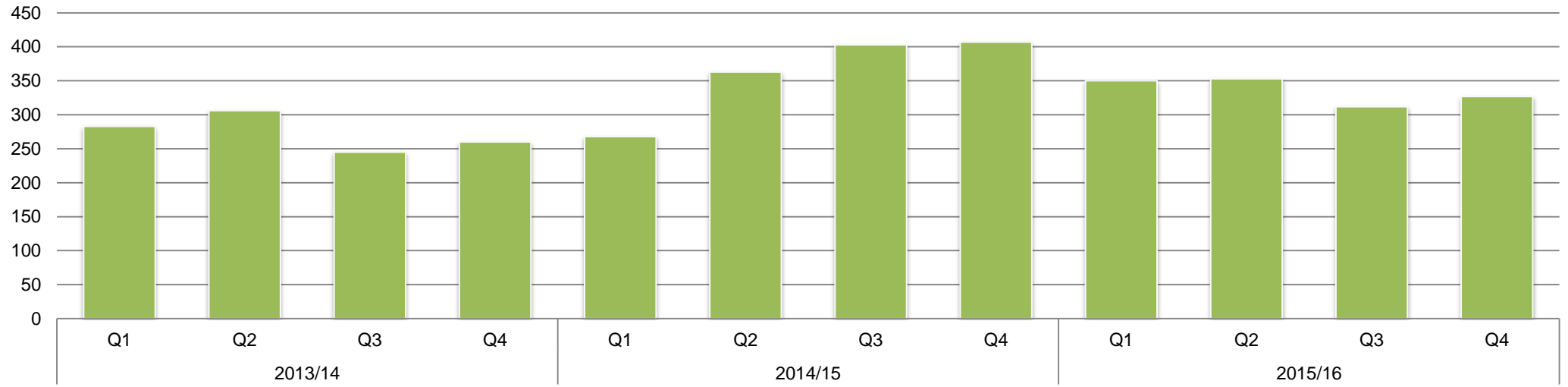


Accident Reports

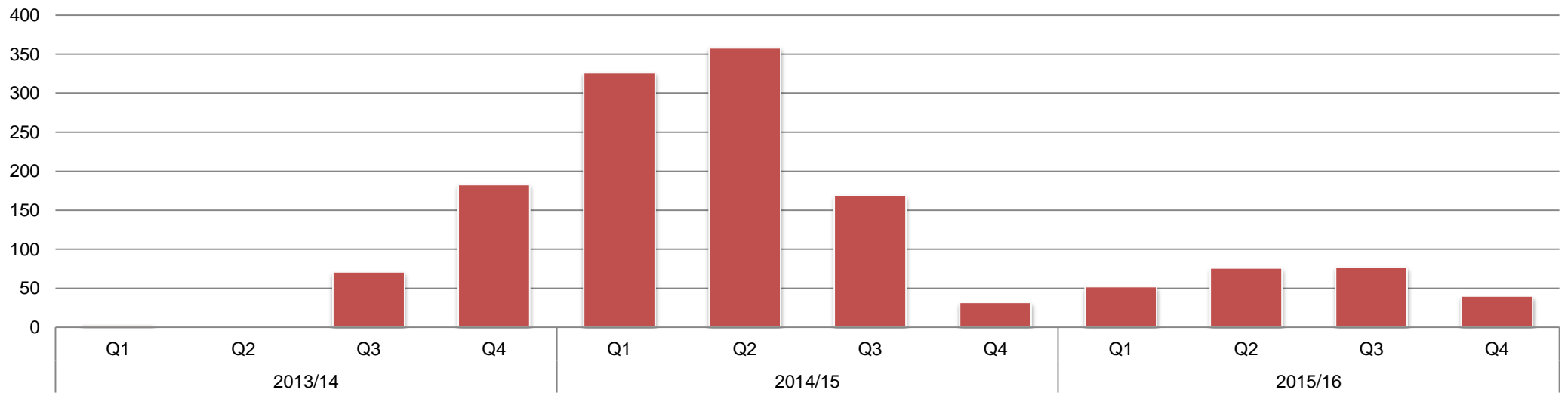


	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Injury to Member of the Public	2	20	39	32	27	34	31	29	28	29	31	16
Over 7 Day Injury	1	13	33	31	29	30	28	43	28	37	37	25
Major Incident	1	11	13	15	10	7	7	10	2	6	11	12
Fatality	0	1	0	0	0	0	2	1	0	4	2	0
Reportable Disease	0	0	0	0	0	0	0	0	0	0	0	0
Dangerous Occurrence	2	3	4	22	4	2	1	2	2	1	2	3

FHRS Inspections



Infectious Disease Notifications



Technical Pollution Overview

Mark Cox

Technical Services Manager

Planning Consultations

During the fourth quarter numbers of consultation requests and requests to discharge on planning applications rose from the previous quarter. For Air Quality consultations this was the highest volume of consultations received. The team has had to adjust work patterns to accommodate this increase in demand during a busy time for completion of other work that has a deadline at the end of the financial year.

Dog Warden and Pest Control Service

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 finders 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. All lost or found dogs should be reported to the Dog Warden on 01905822799.

Contaminated Land and Air Quality

As well as providing planning support on these two technical subjects proactive work is also undertaken.

There has been a significant push on digitising all contaminated land files and that has now been completed for the Wychavon District. Files for the more significant sites in Redditch and Bromsgrove have also been completed. The aim of this work is to enable simpler and swifter access to the information and has included the production of site summary notes for the more significant sites that can be provided upon request by the public when required during conveyancing or for use by WRS and consultants in undertaking risk assessments of property for development.

The final Air Quality annual reports for the financial year have been produced for Bromsgrove and Worcester City. Traditionally known as Updating and Screening Assessments considering changes to Districts whether there may be an impact on air quality, Defra are looking to change the reporting. WRS along with a couple of other local authorities trialled the new reporting template for Defra in the production of Worcester City's annual report for the 2015 period. Both Bromsgrove and other Districts reports in the old style and Worcester City's in the new style are available on the WRS website.



Contaminated Land and Air Quality (continued)

In addition to reporting, WRS has been organising enhanced monitoring using continuous analysers at two locations; Foregate Street, Worcester and the Post Office, Wychbold [Wychavon District]. Both areas are showing levels of nitrogen dioxide close to the National Objective. The enhanced monitoring will give greater clarity on the actual levels.

Environmental Permitting

During the 3rd Quarter the report detailed changes to the regulation of small waste oil burning activity and the additional costs the changes introduced. During the 4th Quarter staff consulted with 30-40 affected businesses and confirm that all have voluntarily agreed to convert their appliance to clean fuel oil where possible. The outcome of this positive step is a reduction in regulatory burden and improvement for local air quality.

Other significant development and joint working with businesses in partner areas are listed below : -

Worcester City

Following last years prosecution of Webflex, work is progressing and they are due to install new abatement equipment to their printing processes in May 2016. Due to the intermittency of the 'Sophia' heat treatment process at Aeromet WRS have agreed to raise the VOC emission limit which will enable the company to comply with their permit.

Working continues with Mazak with a view to granting a derogation under the solvent reduction scheme as alternative lower VOC coatings materials have proven ineffective on their products due to the harsh working environment (cutting fluid and swarf).

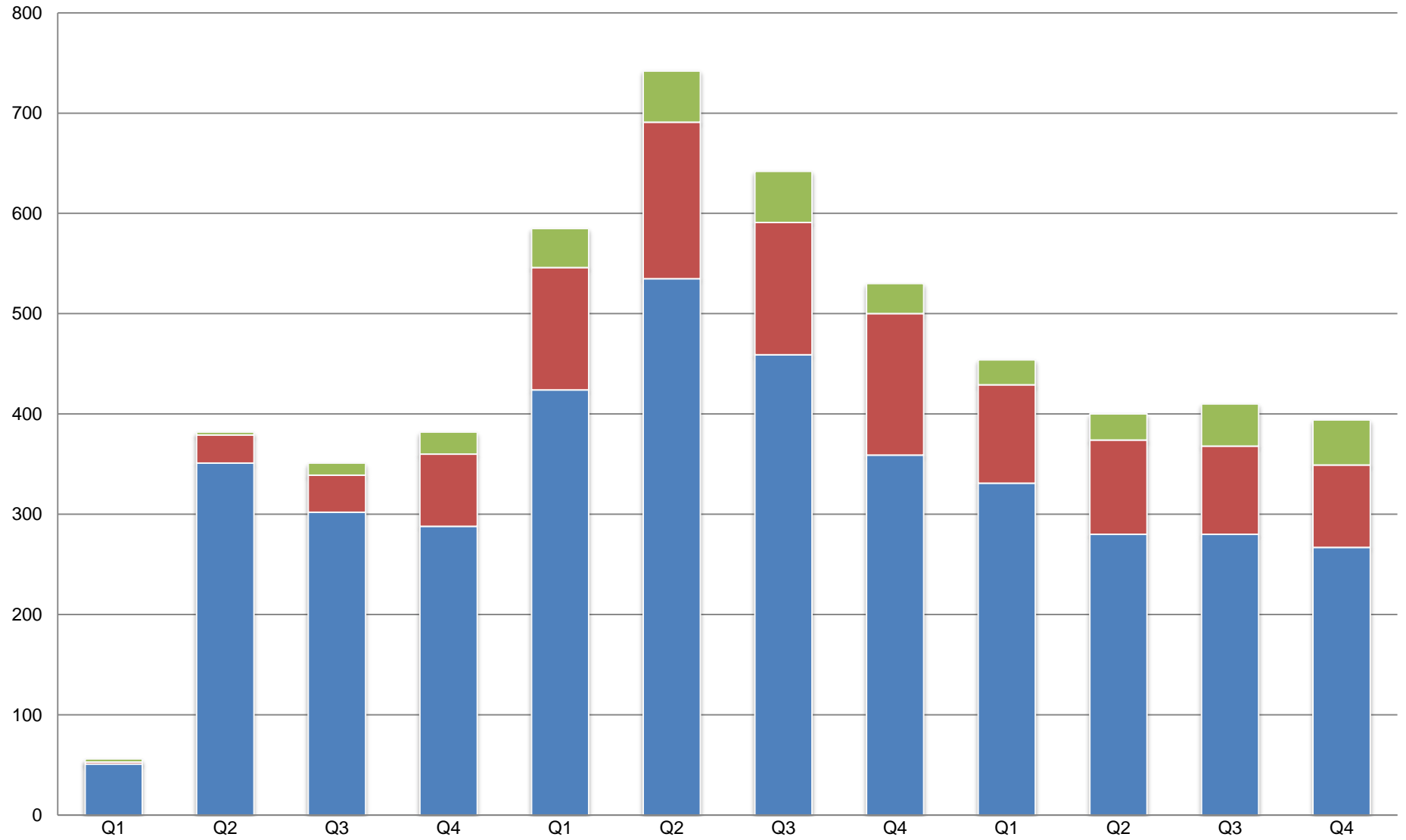
Wychavon District Council

Weinberger continue to deliver improvements to noise emissions from their Hartlebury brickworks in accordance with the requirements of their A2 permit. They are currently installing new Kiln chimney deflectors LEV silencer and compressor house attenuation at a cost of around £214,000. Once complete local residents should observe improvements in the local noise climate.

Redditch Borough Council

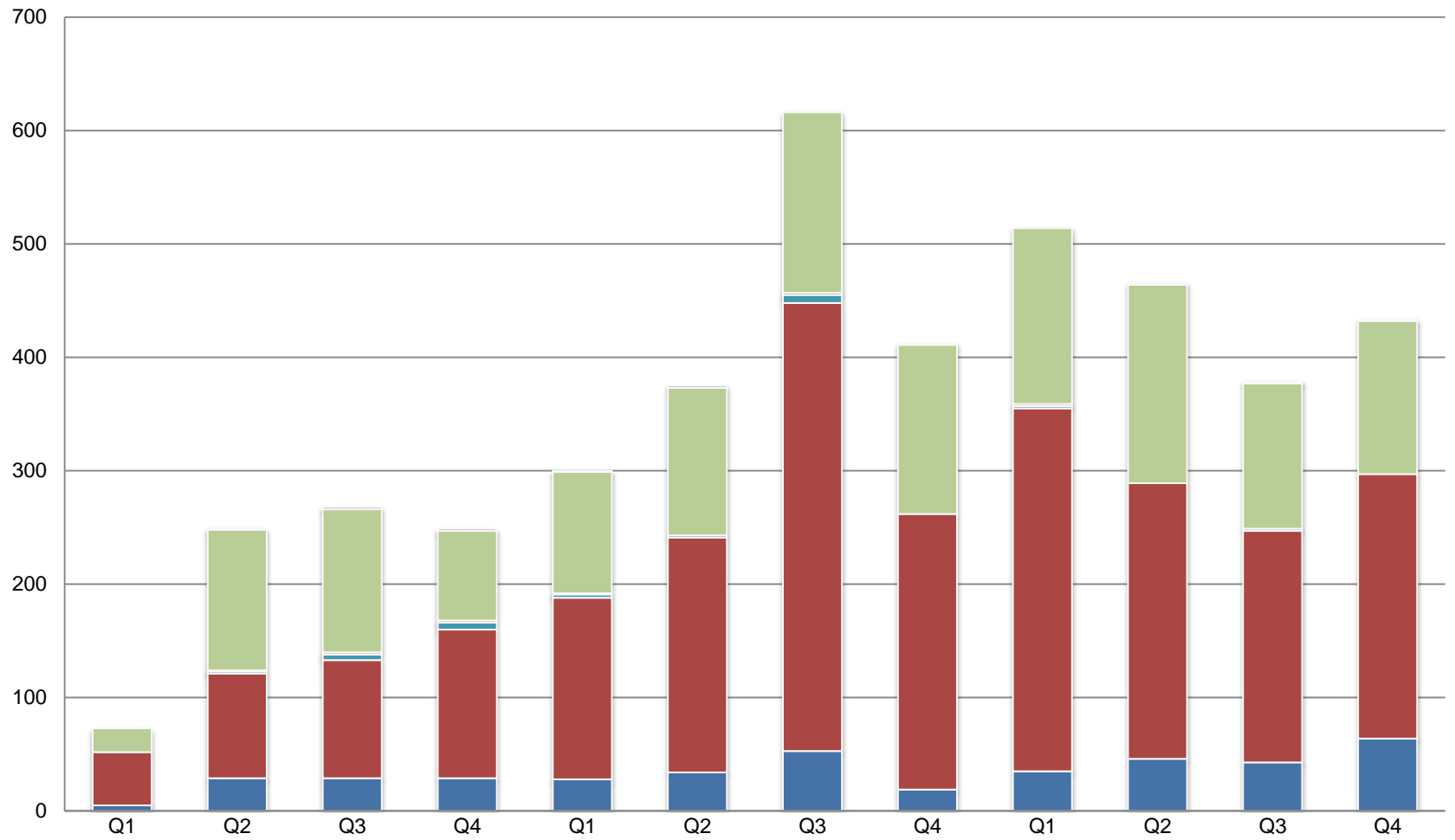
WRS are in negotiations with Redditch Crematorium over proposals to reduce lower equipment operating temperatures in an attempt to increase fuel efficiency and reduce overall running costs. WRS have agreed to the trial in principle and are discussion the details of the proposal, which means that the operating temperature would be reduced from the 850 degrees Celsius recommended by DEFRA down to 800. This would introduce the need to monitor the output to atmosphere for dioxins, which may negate the savings achieve by the lower operating temperature. The proposed change would have no impact on the use of the waste heat to heat the nearby swimming pool as this is yielded up by cooling the mixture of gases to 200 degrees Celsius before it goes into the filtration systems ahead of release to the atmosphere.

Dog Control

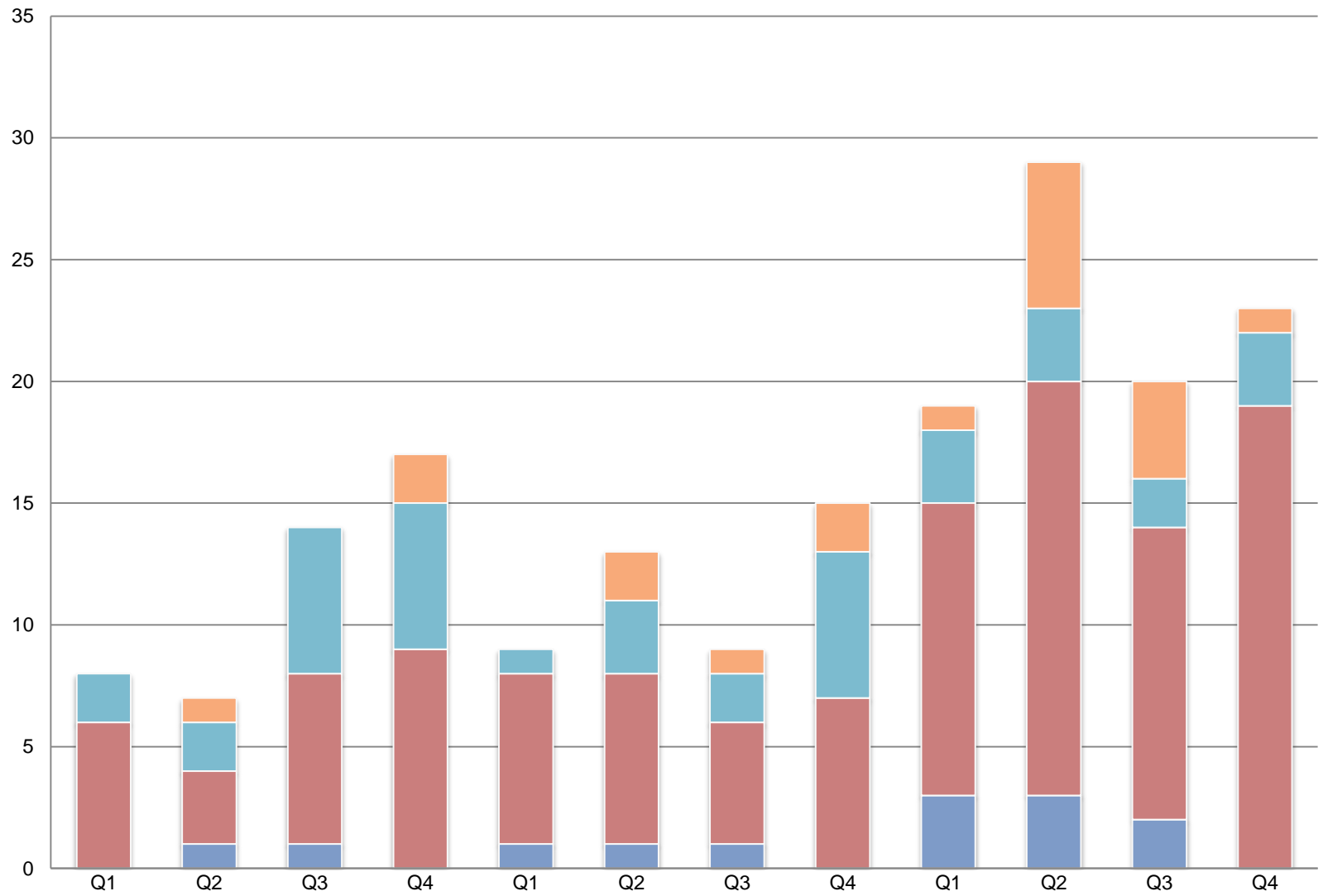


	2013/14	2014/15	2015/16									
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Loose Straying Dog	3	3	12	22	39	51	51	30	25	26	42	45
Report of Lost Dog	2	28	37	72	122	156	132	141	98	94	88	82
Contained Stray Dog	51	351	302	288	424	535	459	359	331	280	280	267

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	1	0	0	0	0	0	1	1	0
■ Consultation - PPC	1	2	2	0	2	0	1	0	0	0	1	1
■ Consultation - Nuisance / Noise	21	124	126	79	107	130	159	149	155	175	128	135
■ Consultation - Health and Safety	1	2	2	1	0	2	0	0	2	0	0	0
■ Consultation - Food	2	5	6	3	2	7	0	0	2	0	2	0
■ Consultation - Contaminated Land	47	92	104	131	160	207	395	243	320	243	204	233
■ Consultation - Air Quality	5	29	29	29	28	34	53	19	35	46	43	64



	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	1	
Request to Discharge - Noise	2	2	6	6	1	3	2	6	3	3	2	3
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	19
Request to Discharge - Air Quality		1	1		1	1	1		3	3	2	0

Trading Standards and Animal Health Overview

David Mellors

Trading Standards and Animal Health Manager

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 are rogue traders preying on vulnerable people, unsafe consumer products that have caused/have the potential to cause injury and issues involving significant economic detriment. Activity is also tasked where a trader has a significant number of complaints recorded against him/her.

The following cases were of particular note during Q4:

Animal Health: Ban and community order for farmer that allowed suffering

A Worcestershire farmer who kept animals in very poor conditions and breached a notice preventing him from moving cattle was banned from keeping livestock and given a community order, after a prosecution by Worcestershire Regulatory Services.

John Bruce, aged 43 of Crabbe Yard, Wadborough, pleaded guilty at Worcester Magistrates Court to a total of five offences including allowing unnecessary suffering as well as failures to provide the required care, feed, separation of animals, and notification of the death of an animal. He also asked the court to take into consideration a further seven offences relating to breaking a prohibition notice that prevented him from moving cattle without a license, after previously failing to comply with bovine tuberculosis (TB) testing at the farm. The court heard that on two separate occasions last year one animal had been found dead and the majority of the remaining herd had been found in very poor conditions at Mr. Bruce's Ridgeway Park Farm in Throckmorton.

Mr. Bruce had previously repeatedly ignored advice from APHA vets who had visited the farm on several occasions.

Magistrates handed Mr. Bruce a 12-month Community Order with 200 hours unpaid work and 10 days rehabilitation activities, ordered him to pay £9,850 costs and a £60 victim surcharge, and gave him a Banning Order from any involvement with livestock for two years.

Animal Health: Vale man fined over rabies risk dog

An Evesham resident was given a conditional discharge for 12 months and ordered to pay £300 costs after illegally bringing a puppy into the country which hadn't had the required Rabies jab.

The missing vaccination was spotted in September 2015 on the pet passport when the owner Ventseslav Georgiev brought the Chihuahua puppy into a local veterinary surgery. The Vets noticed the passport failed to show the necessary vaccination and contacted Worcestershire Regulatory Services. The Officers paid a visit to the surgery, confirmed the passport was invalid as the puppy had not been vaccinated and it was immediately placed in quarantine. It was noted that the puppy would have been too young to have received the relevant vaccination when it arrived in the UK via the Port of Dover in July 2015.

Redditch Magistrates heard that Mr. Georgiev, of Old School Court, Hampton, had bought the puppy whilst on holiday as he was aware that it was cheaper to buy it abroad. The court also heard that Mr. Georgiev had not purchased a ferry ticket for the puppy thereby failing to disclose that a puppy was being transported. The 34-year-old also failed to notice the warning signs at the Port regarding bringing an animal into the UK. Mr. Georgiev pleaded guilty and was also ordered to pay a victim surcharge of £15

Trading Standards and Animal Health Overview (continued)

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.

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

Fair Trading

Alpine Motors sold a mis-described motor home that had previously been involved in an accident. None of this history was disclosed to the purchaser and to compound matters the seller then sent a forged vehicle report indicating there was no indication of it being damaged.

Following a two day trial at the Magistrates court Mr Cooper was convicted of 5 offences including the Regulatory matters, fraud and an offence of forgery. The company was also convicted of the two regulatory offences.

For the offence of Fraud Mr Cooper received 26 weeks in custody. For the forgery and Counterfeiting offence he was handed 26 weeks in custody consecutive to the first sentence. Both sentences were suspended for 2 years. In addition he was sentenced to 200 hours of unpaid work.

The consumer received compensation of £10,000 with a Victim surcharge of £100. Costs of £4,659.96 were awarded.

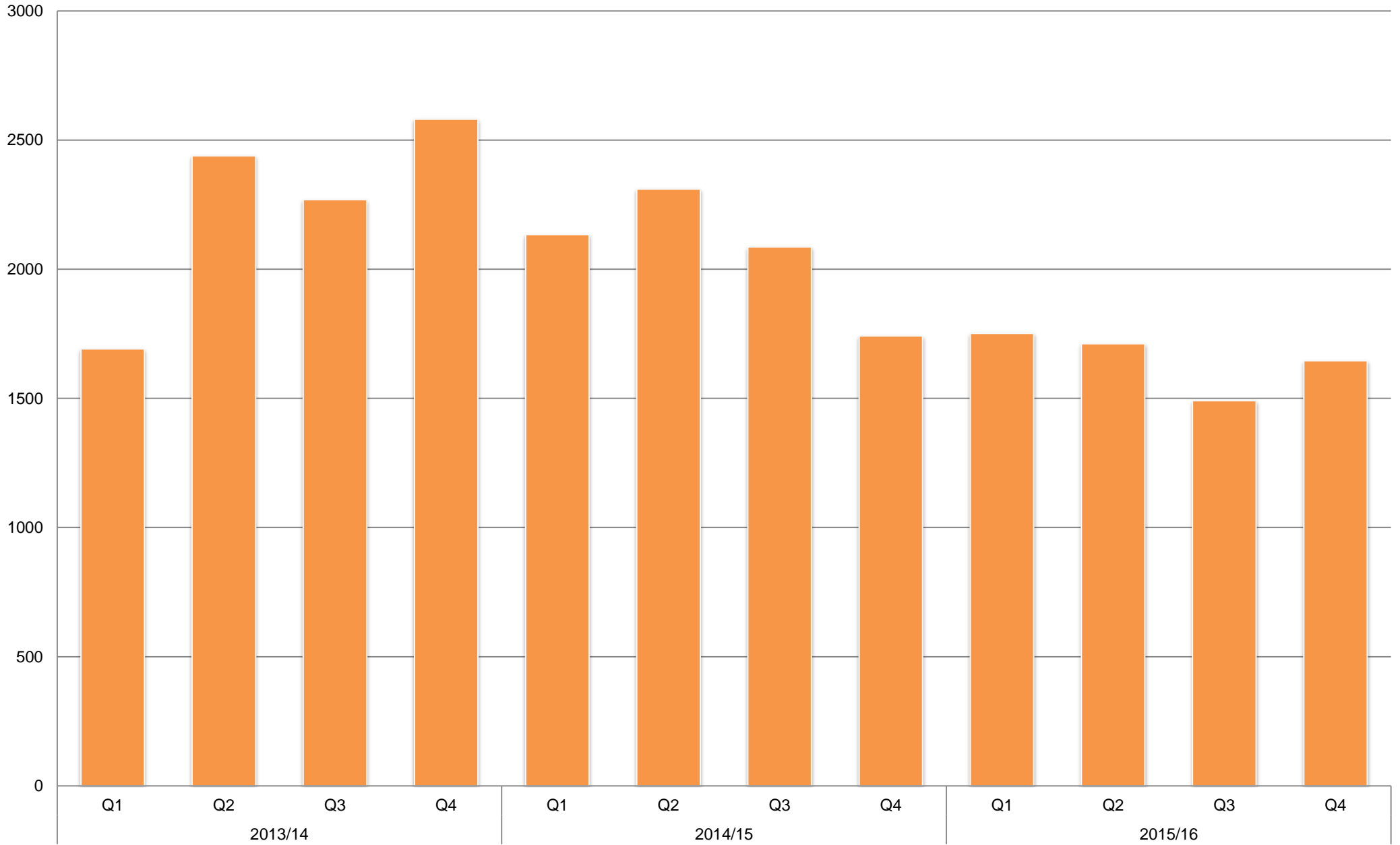
Suspended goods at a Chinese importer

Officers suspended a vast quantity of items ranging from upholstered furniture, electrical goods, ladders, baby cot, mattress etc. which are either faulty or dangerous from a warehouse in Wyre Forest earlier this year.

Scams

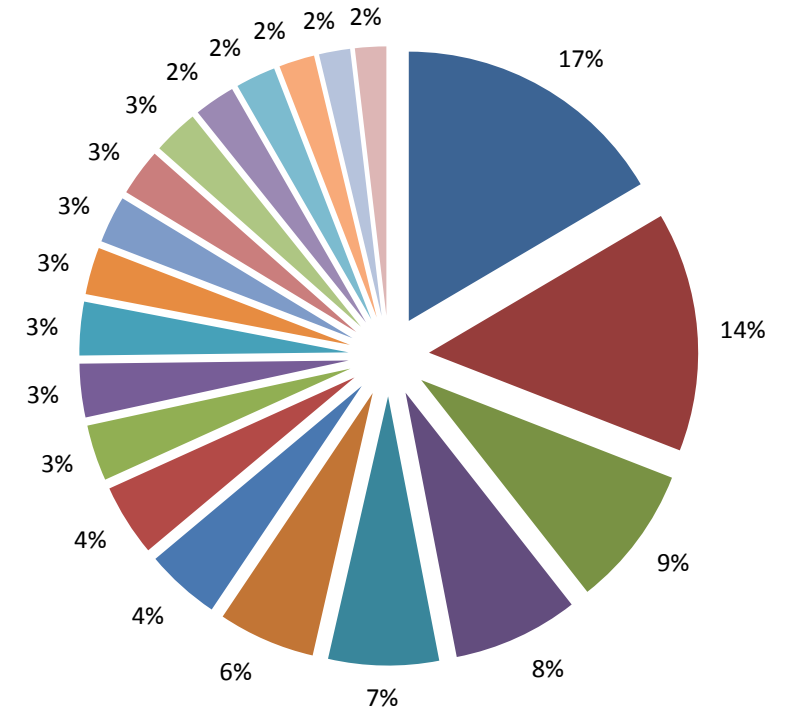
Worcestershire Trading Standards Officers are part of the National Trading Standards Board scams initiative. Worcestershire residents are identified who may have fallen victim to scams and a visit is made to them. We discuss what mail they have had delivered or visits they may have received, explain what has been happening to them and assist them to take control. We are currently working with the Royal Mail to see if we can stop scam mail getting through and are considering a "mail marshal" scheme where scam mail is collected from consumers for examination and destruction.

Trading Standards and Animal Health Service Requests



% Top 20 Complaint and Enquiry Categories

Category	Total
Second Hand Cars	309
Home Maintenance and Improvements	269
Clothing and clothing fabric	159
Food and Drink	141
Furniture	124
Industrial/commercial goods and services	109
Telecommunications	84
Gardening products and services	81
Large Domestic Appliances	63
Personal Computers, accessories, software and services	60
Professional Services	60
Other Personal Goods and Services	53
Toiletries, perfumes, beauty treatments and hairdressing	53
Toiletries, perfumes, beauty treatments and hairdressing	53
Car repairs and servicing	51
Pets and Veterinarian Products/Services	46
Small Domestic Appliances	45
Glazing Products and Installations	40
Sports and hobby equipment and services	35
Audio-visual	35



Licensing Overview

Sue Garratt

Licensing and Support Manager

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 500/600 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 500/600 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.

Licensing Officers have also reviewed a number of polices and conditions across the county on a variety of subjects in Q4, for example consultations have been carried out on Mobile Street Trading Conditions, Vehicle Testing and on introducing a new night-time rank.

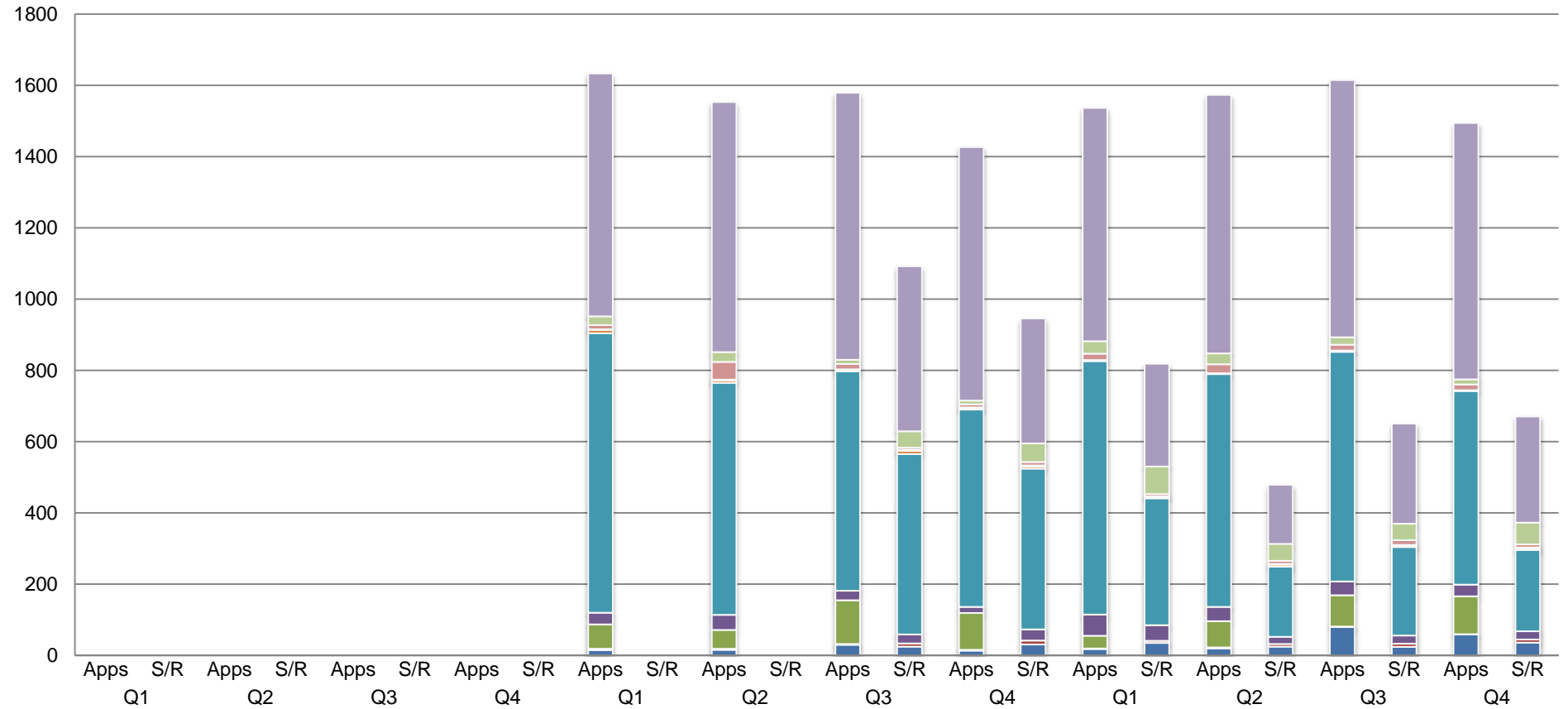
Following on from some joint visits with the Gambling Commission carried out in Q3, Licensing Officers have continued to visit all licensed gambling premises across the county. Enforcement action is now being considered against a premise that has a possible illegal gaming machine in situ.

A joint taxi vehicle enforcement exercise was carried out with West Mercia Police and VOSA in the district of Redditch; which resulted in one immediate suspension due to a fuel leak and on other vehicles there were a small number of policy infringements which drivers were given two weeks to correct. During this exercise West Mercia Police also impounded a non-taxi vehicle which had been modified – this vehicle had no valid insurance and due to its modifications was later destroyed.

The large project to improve licensing webpages in each district continues; Worcester City Council piloted the completely redesigned and re-launched pages and this work is now being repeated for Redditch with Bromsgrove, Wychavon, Malvern and Wyre Forest to follow.



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	655	289	725	166	722	281	719	298
Street					25	27	12	46	10	52	35	77	31	47	21	46	14	61
Skin Piercing					12	50	15	6	9	10	18	7	25	9	16	14	17	9
Sex Establishment					1	2	4	3	4	3	0	1	0	2	3	1	2	3
Scrap Metal					10	7	2	9	2	6	3	4	2	6	1	5	0	4
Licensing Act					784	651	615	506	554	451	711	356	654	197	644	248	543	228
Gambling					33	42	27	25	17	31	60	44	40	20	39	23	33	23
Charity					68	53	123		103		35		73		88		106	
Caravan					4	3	2	9	2	11	2	6	3	7	1	9	1	9
Animal					15	16	30	25	14	31	18	35	20	25	80	24	59	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 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	7	21	2.7%
Environmental	134	123	83	123	463	59.7%
Food	34	25	34	29	122	15.7%
Health & Safety	11	10	9	9	39	5.0%
Information Requests	25	27	37	31	120	15.5%
Public Burial	2	4	4	1	11	1.4%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	4	6	6	8	24	5.3%
Accumulations - Domestic	8	10	5	13	36	7.9%
Drainage	9	8	4	5	26	5.7%
Light Nuisance	1	0	2	5	8	1.8%
Noise - Alarm	1	2	0	4	7	1.5%
Noise - Commercial Premises	13	22	10	6	51	11.2%
Noise - Domestic	57	42	28	43	170	37.4%
Noise - Industrial or Agricultural	8	5	3	4	20	4.4%
Noise - Street	6	1	2	2	11	2.4%
Odour	6	10	6	4	26	5.7%
Smoke, Fumes and Gases	19	17	13	27	76	16.7%

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	34	6,639	0.51%
Alvechurch	30	6,675	0.45%
Sidemoor	18	5,171	0.35%
Catshill	14	4,505	0.31%
Whitford	10	4,879	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 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	2.1%
Major Incident	0	0	2	1	3	6.3%
Over 7 Day Injury	9	6	9	5	29	60.4%
Injury to Member of the Public	4	5	3	3	15	31.3%

Number of FHRs Inspections 244

Infectious Disease Notifications 47

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	30	28	35	24	117	66.1%
Report of Lost Dog	11	9	11	15	46	26.0%
Loose Straying Dog	4	0	4	6	14	7.9%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	4	5	9	6	24	8.5%
Contaminated Land	50	37	39	43	169	59.5%
Food	0	0	1	0	1	0.4%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	18	21	24	15	78	27.5%
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	1	0	2	0.7%
Contaminated Land	1	3	3	1	8	2.8%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	0	0	1	1	0.4%
Nuisance	0	0	1	0	1	0.4%

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

Licensing Applications	Q1	Q2	Q3	Q4	Total	% Split
Animal	2	6	21	11	40	4.6%
Caravan	0	0	0	0	0	0.0%
Charity	3	10	12	12	37	4.3%
Gambling	2	5	8	3	18	2.1%
Licensing Act	87	96	84	85	352	40.6%
Scrap Metal	1	0	0	0	1	0.1%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	1	6	3	2	12	1.4%
Street	2	4	4	1	11	1.3%
Taxi	105	105	88	99	397	45.7%

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	3	21	6.6%
Caravan	0	0	0	0	0	0.0%
Gambling	6	1	2	5	14	4.4%
Licensing Act	69	24	41	33	167	52.8%
Scrap Metal	0	0	1	0	1	0.3%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	1	2	5	1	9	2.8%
Street	8	5	2	4	19	6.0%
Taxi	31	21	21	12	85	26.9%
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	11	10	29	4.4%
Environmental	101	106	53	86	346	52.3%
Food	31	30	37	46	144	21.8%
Health & Safety	6	17	8	8	39	5.9%
Information Requests	27	22	25	24	98	14.8%
Public Burial	1	1	4	0	6	0.9%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	5	3	2	2	12	3.8%
Accumulations - Domestic	6	6	10	12	34	10.8%
Drainage	2	3	2	1	8	2.5%
Light Nuisance	1	1	1	4	7	2.2%
Noise - Alarm	1	4	0	2	7	2.2%
Noise - Commercial Premises	15	14	7	8	44	14.0%
Noise - Domestic	30	27	16	20	93	29.6%
Noise - Industrial or Agricultural	10	8	1	6	25	8.0%
Noise - Street	2	2	0	0	4	1.3%
Odour	5	9	2	5	21	6.7%
Smoke, Fumes and Gases	19	16	9	15	59	18.8%

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	12	6,213	0.19%
Kempsey	12	3,852	0.31%
Pickersleigh	11	6,382	0.17%
Priory	10	4,069	0.25%

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	2.5%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	2	0	0	2	5.0%
Major Incident	0	2	1	1	4	10.0%
Over 7 Day Injury	3	4	3	5	15	37.5%
Injury to Member of the Public	5	6	6	1	18	45.0%

Number of FHRS Inspections 191

Infectious Disease Notifications 37

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	42	36	42	38	158	69.0%
Report of Lost Dog	14	12	11	18	55	24.0%
Loose Straying Dog	3	1	8	4	16	7.0%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	14	14	11	18	57	12.9%
Contaminated Land	64	68	57	66	255	57.7%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	21	33	22	38	114	25.8%
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	4	13	2.9%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	2	0	0	0	2	0.5%
Nuisance	0	0	1	0	1	0.2%

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	17	8	38	4.7%
Caravan	0	0	0	0	0	0.0%
Charity	11	13	14	18	56	7.0%
Gambling	7	8	5	5	25	3.1%
Licensing Act	156	133	109	107	505	62.9%
Scrap Metal	0	1	0	0	1	0.1%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	3	0	0	3	6	0.7%
Street	0	0	0	0	0	0.0%
Taxi	32	45	50	45	172	21.4%

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.

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Animal	6	8	0	5	19	8.2%
Caravan	0	1	0	0	1	0.4%
Gambling	5	4	2	1	12	5.2%
Licensing Act	39	25	34	26	124	53.7%
Scrap Metal	0	2	0	0	2	0.9%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	1	0	0	1	0.4%
Street	9	3	2	5	19	8.2%
Taxi	17	12	11	13	53	22.9%
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	12	28	4.0%
Environmental	123	135	102	82	442	63.5%
Food	27	23	15	15	80	11.5%
Health & Safety	15	10	4	11	40	5.7%
Information Requests	16	22	28	28	94	13.5%
Public Burial	3	1	0	8	12	1.7%
Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	4	7	3	2	16	3.6%
Accumulations - Domestic	18	19	8	10	55	12.5%
Drainage	2	2	4	1	9	2.0%
Light Nuisance	1	0	0	1	2	0.5%
Noise - Alarm	0	2	1	0	3	0.7%
Noise - Commercial Premises	19	23	8	2	52	11.8%
Noise - Domestic	61	60	68	49	238	54.1%
Noise - Industrial or Agricultural	3	6	0	0	9	2.0%
Noise - Street	4	1	1	4	10	2.3%
Odour	4	5	1	3	13	3.0%
Smoke, Fumes and Gases	7	10	6	10	33	7.5%

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	38	8,338	0.46%
Abbey	28	6,063	0.46%
Winyates	27	8,409	0.32%
Matchborough	26	6,171	0.42%
Headless Cross and Oakenshaw	26	8,706	0.30%

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	1	2	8.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	1	2	1	4	16.0%
Over 7 Day Injury	1	7	3	1	12	48.0%
Injury to Member of the Public	3	3	1	0	7	28.0%

Number of FHRS Inspections 143

Infectious Disease Notifications 27

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	49	48	35	32	164	72.9%
Report of Lost Dog	10	14	12	11	47	20.9%
Loose Straying Dog	3	5	2	4	14	6.2%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	0	2	4	5	11	8.3%
Contaminated Land	36	11	19	19	85	64.4%
Food	0	0	1	0	1	0.8%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	11	3	7	4	25	18.9%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

Requests to Discharge

Air Quality	0	0	0	0	0	0.0%
Contaminated Land	1	1	1	5	8	6.1%
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	1	2	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.

Licensing Applications	Q1	Q2	Q3	Q4	Total	% Split
Animal	1	0	4	2	7	0.6%
Caravan	0	0	0	0	0	0.0%
Charity	2	9	7	5	23	1.9%
Gambling	1	0	2	2	5	0.4%
Licensing Act	54	44	59	50	207	17.0%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	2	6	3	8	19	1.6%
Street	0	0	0	2	2	0.2%
Taxi	221	232	268	235	956	78.4%

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

Service Requests	Q1	Q2	Q3	Q4	Total	% Split
Animal	0	1	1	2	4	0.8%
Caravan	0	0	0	0	0	0.0%
Gambling	4	1	4	2	11	2.3%
Licensing Act	35	20	20	20	95	20.0%
Scrap Metal	0	1	1	1	3	0.6%
Sex Establishments	1	0	0	0	1	0.2%
Skin Piercing	3	3	1	0	7	1.5%
Street	6	0	3	6	15	3.2%
Taxi	90	65	101	84	340	71.4%
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	11	13	27	2.7%
Environmental	173	203	98	131	605	60.4%
Food	59	61	26	43	189	18.9%
Health & Safety	18	19	21	10	68	6.8%
Information Requests	27	24	24	22	97	9.7%
Public Burial	2	8	5	1	16	1.6%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	5	4	7	5	21	3.5%
Accumulations - Domestic	22	24	18	26	90	15.0%
Drainage	3	2	2	5	12	2.0%
Light Nuisance	1	2	1	1	5	0.8%
Noise - Alarm	2	1	2	2	7	1.2%
Noise - Commercial Premises	21	34	12	8	75	12.5%
Noise - Domestic	72	110	46	48	276	46.1%
Noise - Industrial or Agricultural	11	8	0	3	22	3.7%
Noise - Street	4	3	1	7	15	2.5%
Odour	6	2	2	3	13	2.2%
Smoke, Fumes and Gases	25	10	7	21	63	10.5%

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	69	10,372	0.67%
Warndon	34	5,812	0.58%
Gorse Hill	32	5,353	0.60%
Nunnery	31	8,103	0.38%
Arboretum	26	6,171	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 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	2	2	4.7%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	0	1	3	4	9.3%
Over 7 Day Injury	6	9	7	3	25	58.1%
Injury to Member of the Public	6	1	3	2	12	27.9%

Number of FHRS Inspections 215

Infectious Disease Notifications 44

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	63	50	45	56	214	72.8%
Report of Lost Dog	12	15	15	9	51	17.3%
Loose Straying Dog	4	7	11	7	29	9.9%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	1	7	3	9	20	22.7%
Contaminated Land	0	3	1	1	5	5.7%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	11	13	14	20	58	65.9%
PPC	0	0	1	0	1	1.1%
Private Water Supplies	0	0	0	0	0	0.0%

Requests to Discharge

Air Quality	0	1	0	0	1	1.1%
Contaminated Land	0	1	0	0	1	1.1%
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	1	0	2	2.3%

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	4	10	0.8%
Caravan	0	0	0	0	0	0.0%
Charity	8	24	8	28	68	5.7%
Gambling	9	9	6	5	29	2.4%
Licensing Act	104	115	161	90	470	39.2%
Scrap Metal	2	0	0	0	2	0.2%
Sex Establishments	0	0	1	1	2	0.2%
Skin Piercing	5	9	3	2	19	1.6%
Street	19	25	10	7	61	5.1%
Taxi	139	138	125	135	537	44.8%

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	1.4%
Caravan	0	0	0	0	0	0.0%
Gambling	13	3	2	7	25	5.1%
Licensing Act	61	36	45	37	179	36.5%
Scrap Metal	1	0	1	0	2	0.4%
Sex Establishments	0	1	0	0	1	0.2%
Skin Piercing	1	2	2	4	9	1.8%
Street	22	19	11	24	76	15.5%
Taxi	61	15	45	70	191	39.0%
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	15	12	36	3.5%
Environmental	166	161	112	129	568	54.9%
Food	59	56	55	68	238	23.0%
Health & Safety	14	13	13	7	47	4.5%
Information Requests	32	38	39	33	142	13.7%
Public Burial	1	0	0	3	4	0.4%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	2	7	4	5	18	3.2%
Accumulations - Domestic	16	17	10	20	63	11.3%
Drainage	6	9	10	8	33	5.9%
Light Nuisance	4	0	4	4	12	2.2%
Noise - Alarm	0	3	1	1	5	0.9%
Noise - Commercial Premises	39	37	13	5	94	16.8%
Noise - Domestic	46	41	37	52	176	31.5%
Noise - Industrial or Agricultural	9	5	7	3	24	4.3%
Noise - Street	1	2	4	0	7	1.3%
Odour	9	12	5	5	31	5.6%
Smoke, Fumes and Gases	30	25	15	25	95	17.0%

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	30	5,079	0.59%
Pinvin	18	2,973	0.61%
Droitwich East	17	5,467	0.31%
Great Hampton	15	2,592	0.58%
Bengeworth	15	5,589	0.27%

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	4.9%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	2	0	2	4.9%
Major Incident	0	3	0	2	5	12.2%
Over 7 Day Injury	5	3	3	1	12	29.3%
Injury to Member of the Public	3	5	7	5	20	48.8%

Number of FHRs Inspections 314

Infectious Disease Notifications 45

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	87	51	54	54	246	68.0%
Report of Lost Dog	25	24	21	19	89	24.6%
Loose Straying Dog	0	5	9	13	27	7.5%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	11	13	11	19	54	7.1%
Contaminated Land	147	99	66	85	397	52.2%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	78	86	53	52	269	35.3%
PPC	0	0	0	1	1	0.1%
Private Water Supplies	0	1	1	0	2	0.3%

Requests to Discharge

Air Quality	1	1	1	0	3	0.4%
Contaminated Land	5	4	5	8	22	2.9%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	1	2	2	2	7	0.9%
Nuisance	1	4	1	0	6	0.8%

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	22	24	55	3.9%
Caravan	2	3	1	1	7	0.5%
Charity	9	13	20	21	63	4.5%
Gambling	27	13	11	8	59	4.2%
Licensing Act	207	169	137	140	653	46.3%
Scrap Metal	0	1	0	0	1	0.1%
Sex Establishments	0	0	0	1	1	0.1%
Skin Piercing	0	0	5	2	7	0.5%
Street	0	1	6	1	8	0.6%
Taxi	111	138	154	152	555	39.4%

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	21	50	8.3%
Caravan	4	6	8	9	27	4.5%
Gambling	12	9	5	6	32	5.3%
Licensing Act	87	57	48	44	236	39.0%
Scrap Metal	0	0	0	1	1	0.2%
Sex Establishments	0	0	0	3	3	0.5%
Skin Piercing	0	1	3	0	4	0.7%
Street	15	13	11	12	51	8.4%
Taxi	51	25	51	74	201	33.2%
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	12	24	3.1%
Environmental	121	122	80	108	431	56.6%
Food	38	34	33	35	140	18.4%
Health & Safety	15	20	16	7	58	7.6%
Information Requests	37	21	24	23	105	13.8%
Public Burial	0	2	0	2	4	0.5%

Nuisance	Q1	Q2	Q3	Q4	Total	% Split
Accumulations - Commercial	4	4	2	3	13	3.0%
Accumulations - Domestic	10	15	1	14	40	9.3%
Drainage	0	0	2	2	4	0.9%
Light Nuisance	2	1	1	1	5	1.2%
Noise - Alarm	2	4	0	1	7	1.6%
Noise - Commercial Premises	27	24	11	18	80	18.6%
Noise - Domestic	53	51	42	48	194	45.2%
Noise - Industrial or Agricultural	3	1	3	3	10	2.3%
Noise - Street	2	1	0	2	5	1.2%
Odour	5	3	4	2	14	3.3%
Smoke, Fumes and Gases	12	18	13	14	57	13.3%

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

Ward	Total	Population	% Rate
Bewdley and Arley	24	6,327	0.38%
Broadwaters	23	7,936	0.29%
Greenhill	20	8,003	0.25%
Mitton	18	7,697	0.23%
Lickhill	18	6,805	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 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	3.3%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	1	0	0	1	3.3%
Major Incident	2	0	1	3	6	20.0%
Over 7 Day Injury	0	7	5	1	13	43.3%
Injury to Member of the Public	5	3	1	0	9	30.0%

Number of FHRS Inspections 235

Infectious Disease Notifications 41

Dog Control	Q1	Q2	Q3	Q4	Total	% Split
Contained Stray Dog	60	67	69	62	258	73.5%
Report of Lost Dog	23	12	16	10	61	17.4%
Loose Straying Dog	11	7	4	10	32	9.1%

Planning Requests

Consultations	Q1	Q2	Q3	Q4	Total	% Split
Air Quality	5	5	5	7	22	12.7%
Contaminated Land	23	25	22	17	87	50.3%
Food	2	0	0	0	2	1.2%
Health and Safety	2	0	0	0	2	1.2%
Nuisance / Noise	16	19	8	6	49	28.3%
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	1.2%
Contaminated Land	4	2	1	1	8	4.6%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	1	0	0	1	0.6%
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	11	10	27	3.8%
Caravan	0	0	0	0	0	0.0%
Charity	2	4	26	21	53	7.4%
Gambling	14	5	7	9	35	4.9%
Licensing Act	102	97	94	70	363	51.0%
Scrap Metal	0	0	1	0	1	0.1%
Sex Establishments	0	0	2	0	2	0.3%
Skin Piercing	7	4	2	0	13	1.8%
Street	14	1	1	3	19	2.7%
Taxi	46	63	37	53	199	27.9%

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	3	15	4.4%
Caravan	2	0	0	0	2	0.6%
Gambling	3	2	5	2	12	3.5%
Licensing Act	39	21	39	39	138	40.6%
Scrap Metal	3	2	2	0	7	2.1%
Sex Establishments	0	1	1	0	2	0.6%
Skin Piercing	0	0	2	2	4	1.2%
Street	15	5	14	6	40	11.8%
Taxi	27	24	39	30	120	35.3%
Surgery Requests	48					