

Worcestershire
Regulatory Services

Supporting and protecting you

Activity Report 2016/17

Produced by WRS Intelligence | intelligence@worcsregservices.gov.uk



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

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Wychavon
Wyre Forest

Foreword

Simon Wilkes

Head of Regulatory Services

Welcome to the first edition of the activity data report for 2016/17, which of course covers Q1. We have a slightly different layout with the bar charts you were used to seeing, in the main, being turned into line graphs. Hopefully this will assist in showing some of the trends in workload for our different activities. As usual managers have spread commentary on the data through the document, as well as providing some wider feedback on some areas of work. We have retained a section for each district at the end of the report to give you a picture of what is happening on your patch. If you have any feedback, please contact either myself or the relevant member of the management team.



WRS Headlines

Dog Welfare

Members may be familiar with the story of 'Maisie' that hit the local media headlines this quarter. WRS regularly run stories of this nature hoping that someone comes forward with details of the perpetrator as well as letting the public know there are organisations including WRS who can assist with advice and practical solutions when owners run into financial difficulty or are no longer able to cope with their dog. Unfortunately the person(s) who allowed 'Maisie' to become so emaciated were never identified, but she recovered, found a new home and WRS's message received much publicity being picked up in local and national media.



Maisie the dog who was found emaciated and dehydrated in Bromsgrove [as reported in Bromsgrove Advertiser, Redditch Standard and ITV News online].

Energy from Waste Plant

Work continues with the plant and the company will move into the primary commissioning phase in July – August and will go on for 20 weeks. It is anticipated that there may be some disruption in the locality from the initial start-up from the generation of noise and steam. The steam will generate white clouds rising at ground level (this is part of the normal commissioning process). Members are advised to refer any complaints or concerns received to the Environment Agency as the regulator for the facility. Alternatively you can contact EnviRecover directly on the following contact: envirecover@severnwaste.co.uk or telephone 01299 251691.

WRS Headlines

Food Premises Closures

Premises in Redditch were closed via a Hygiene Emergency Prohibition Notice for an active mouse infestation in April. Worcester Magistrates confirmed the action by signing the Hygiene Emergency Prohibition Order. The premises were subsequently allowed to reopen after the pest problem was eradicated and the premises had been thoroughly cleansed and redecorated. In June EHOs responded to a complaint about a non-registered food warehouse in Wyre Forest. This was found to be rat infested and was formally closed with a Hygiene Emergency Prohibition Order. Several health and safety notices were also served.

Healthier Choices Food Award scheme



Bricklehampton Hall Nursing Home near Pershore, Jaipur cottage Bromsgrove, Phoenix Group and Cupcakes Catering Ltd have all achieved the Healthier Choices Food Award this period. This takes the total number of businesses holding the award across the County to sixteen. The Healthier Choices Food Award scheme, run by Worcestershire Regulatory Services, is open only to those businesses that have the highest possible five-star food hygiene rating. The award recognises Worcestershire food businesses that cater for people by offering them a variety of healthy and flexible options, with a special Gold Award for businesses that also use food that has been grown or produced nearby.

Mr Ahmed of Jaipur Cottage- 'we feel honoured and privileged to receive the award and to be leading the way forward in offering safe and healthier food for our customers'.

M5 Widening J6 to J4 (Smart Motorways project)

We are pleased to note that progression of this project has not given rise to any complaints over the last quarter and we are satisfied that DaVinci & Balfour Beattie are in

WRS Headlines

Rail works – Bromsgrove Electrification

Network rail are currently installing the electric cable gantries between Bromsgrove and Barnt Green and WRS are currently satisfied that they are doing this with the least possible disruption to local residence. WRS attended Meetings in late July with network Rail to discuss noise control measure for the next phase of electrification which will enter the Blackwell area. This work is due to take place this autumn.

Air Quality

The main focus over this quarter has been the commencement of the Air Quality Action Plan Update for all Partners utilising the new ASR review and assessment reporting tools that WRS Piloted in 2015 for DEFRA. Worcester City air quality monitoring for the initial 6 months has been completed at Foregate Street and is being extended for a further 6 months for the purpose of establishing data consistency. Due to concerns with air quality in Wychbold automatic nitrogen dioxide analysers were also installed on the A38 and will operate for 6 months until late autumn.

Other highlights have been the County Council's agreement that they will prioritise air quality improvements as part of their planned 31 Million pound investment to improve junctions and traffic flow along the A38 through Bromsgrove (Wychbold- Lydiate Ash).

Contaminated Land

WRS officers have been involved in providing on going advice and technical assistance in a number of contaminated land related matters relating to the Marlbrook Tip, Pinches Landfill site and landfill sites in Hartlebury. Such sites require significant technical input over a long period of time. At Marlbrook tip, WRS continue to support the Bromsgrove Planning Department in scrutinising the landfill gas monitoring reports and is currently working with the landowner and their consultant to revise the gas monitoring regime. At Pinches significant work has been undertaken to develop the basis of a conceptual model to determine risk from the various landfills in the vicinity. Again at Hartlebury WRS requested Worcestershire County Council undertake a risk assessment following the identification of landfill gas in locations not previously identified off-site. This is currently being reviewed.

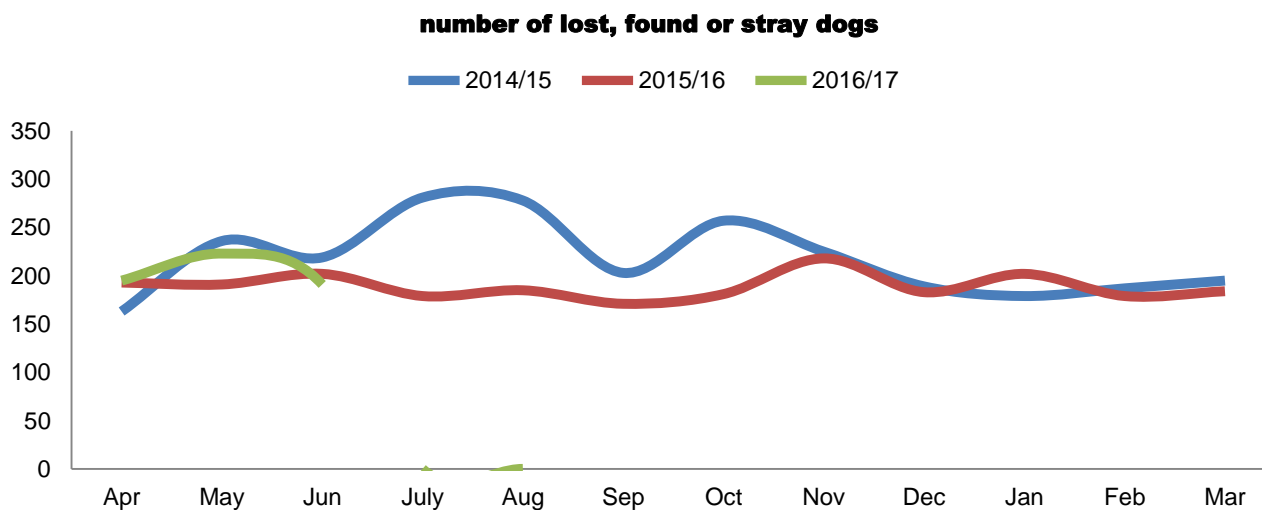
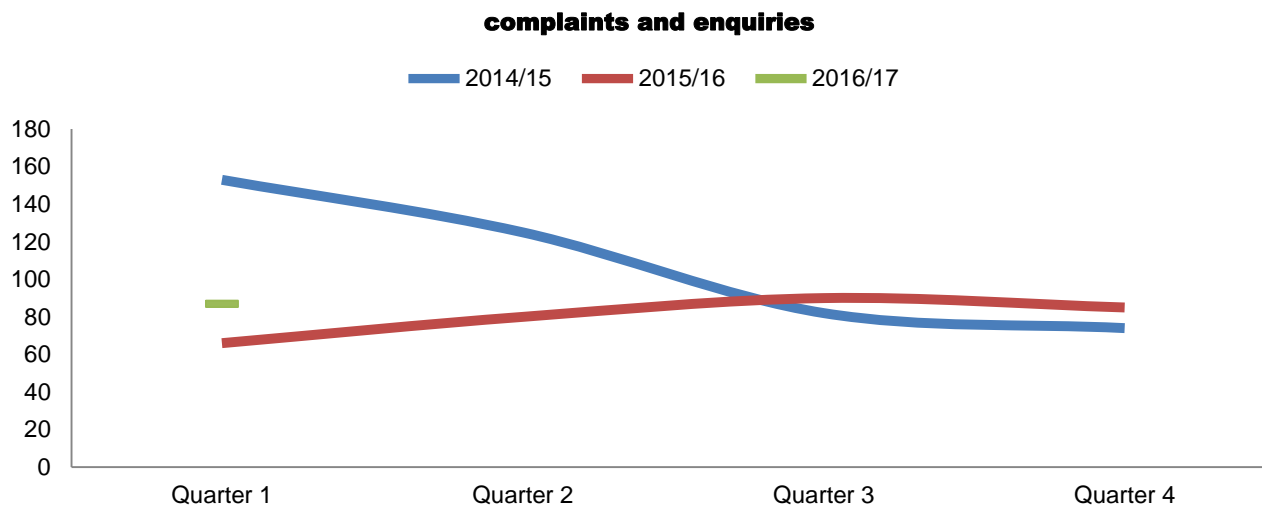
Dog Control

The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to dog control. Types of cases recorded under this category include fouling and persistent straying, dangerous dogs and welfare. The chart (bottom right) shows the number of dogs recorded by WRS as lost, found or seen straying.

Comments

Dog control statistics include work carried out by WRS on behalf of Cheltenham Borough Council, Gloucester City Council and Tewkesbury Brough Council.

Numbers of stray dogs have been falling for many years as owners realise it is not acceptable to allow their dog to stray and that there are financial consequences to retrieving their dog from the kennels. It is expected that the benefits of this will be felt across the three Gloucestershire Districts that WRS cover due to our consistent approach and so we expect overall numbers to fall for stray, lost and found dogs reported.



Environmental Permitting

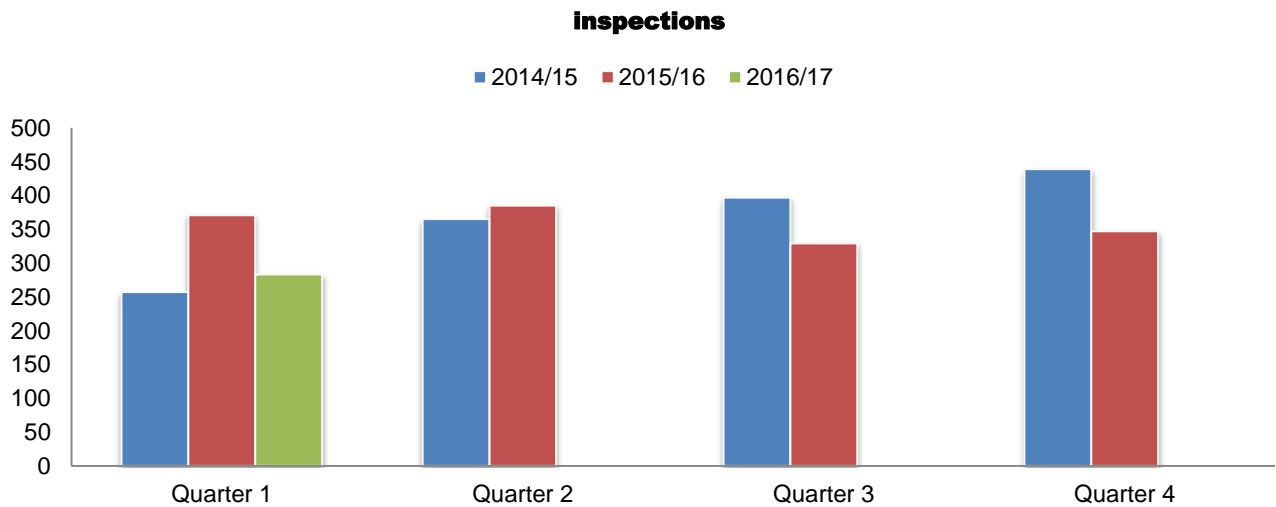
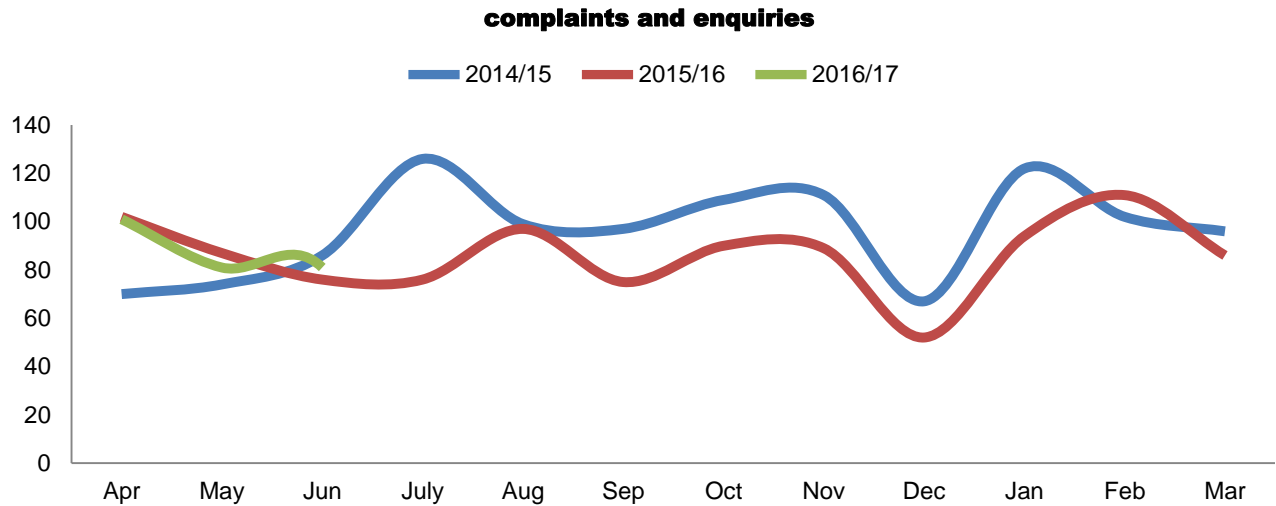
Compliance in this sector remains high and satisfactory annual activity DEFRA returns for all partners were completed on schedule including Gloucester City. WRS continue to work with Wienerberger's brickworks in resolving noise issues with their facility. WRS are currently assisting several companies in setting up environmental regulation for waste tyre and plastic recycling plants in Wychavon and Redditch along with the regulation of STOR (Short Term Operating Reserve) electrical generation sites in strategic locations within the County. WRS are also operating Gloucester City's environmental permitting service.

Food Safety

The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to food safety. Types of cases recorded under this category include hygiene of premises complaints, complaints about food products and requests for business advice. The chart (bottom right) shows the number of inspections carried out by WRS at premises included in the Food Hygiene Rating Scheme (FHRS).

Comments

These figures do not reflect the high level of enforcement activity being carried out, with two premises having been formally closed for pest infestations during the period and several prosecutions pending. Further, the service now boasts several Primary Authority agreements whereby a business enters into a contractual agreement with us on a cost-recovery basis to receive assured advice based on a detailed understanding of their operation. This helps Worcestershire businesses by preventing inconsistent interpretation of regulations by other local authorities and applies wherever that business has outlets, factories or its products are sold. Notable amongst these for the period is Servest who are a major national caterer with over 200 outlets primarily serving schools, colleges and the BBC.



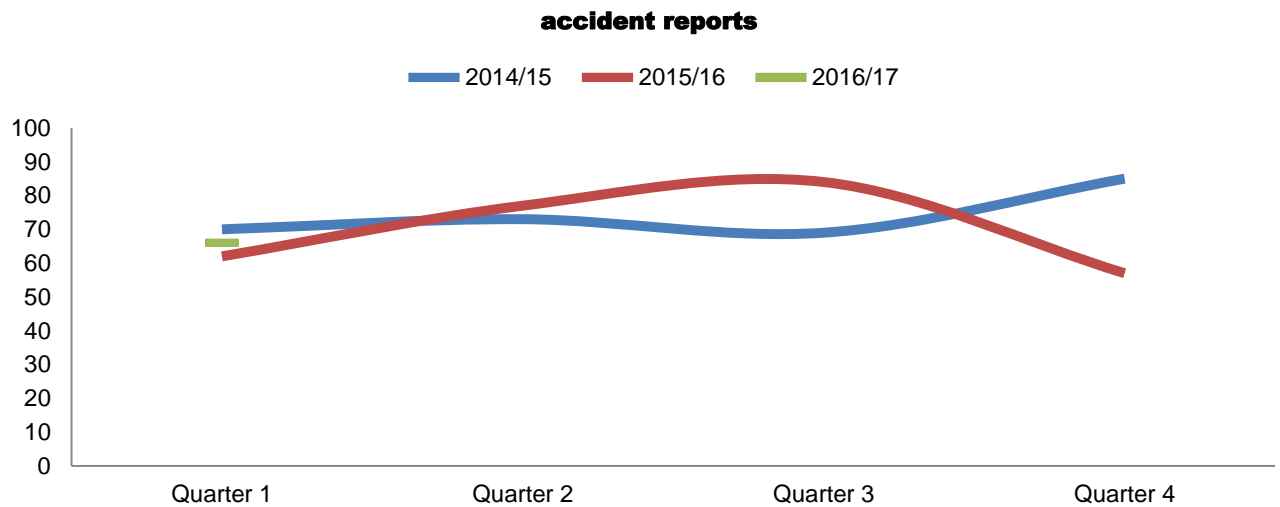
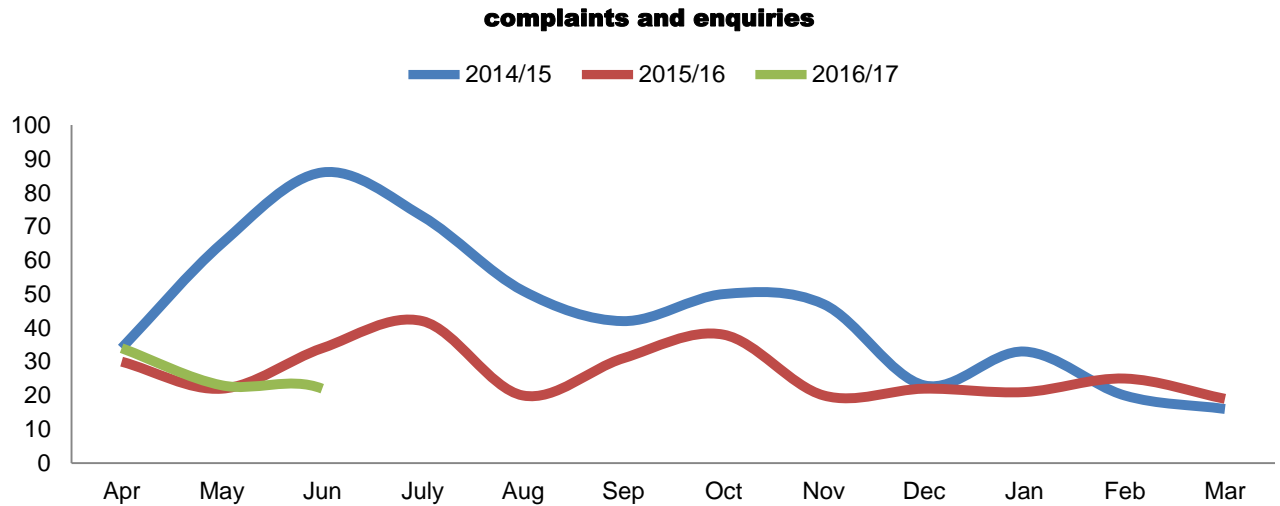
Health and Safety

The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to health and safety. This includes requests for business advice. The chart (bottom right) shows the number of notifications received by WRS relating to accidents.

Comments

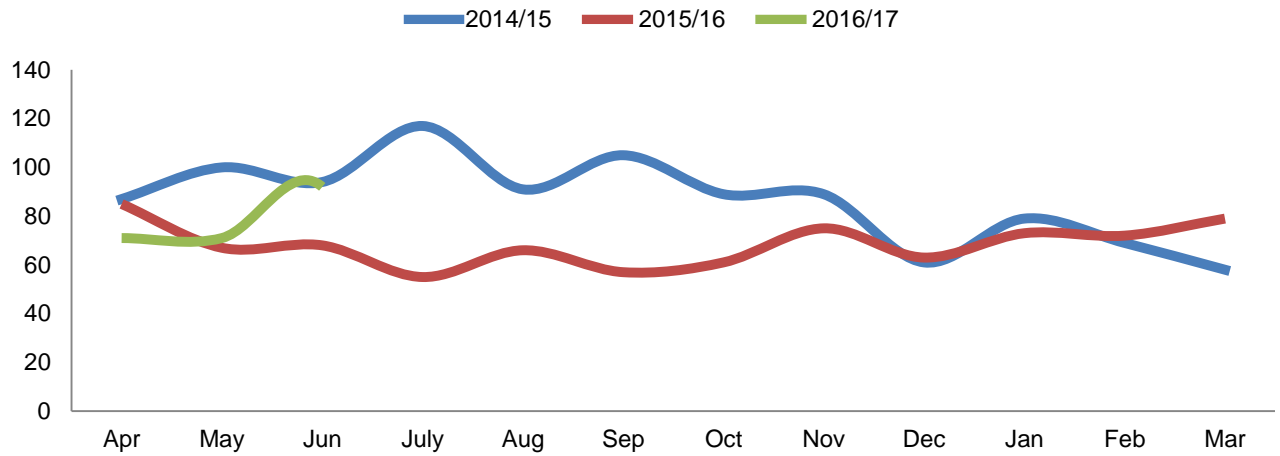
Whilst the service has no control as to the volume of demand received, the number of complaints and enquiries for the first quarter has shown a downward trend on previous years whilst the number of accident reports remains broadly the same.

These figures do not however reflect the increased level of enforcement activity being carried out, with several prosecutions pending including two fatalities.



Information Requests

The chart (right) shows the number of information requests recorded by WRS over a three year period. This includes Environmental Information Requests, Freedom of Information Requests and requests for information under the Data Protection Act 1998 which are generally received from partner agencies.



Licensing

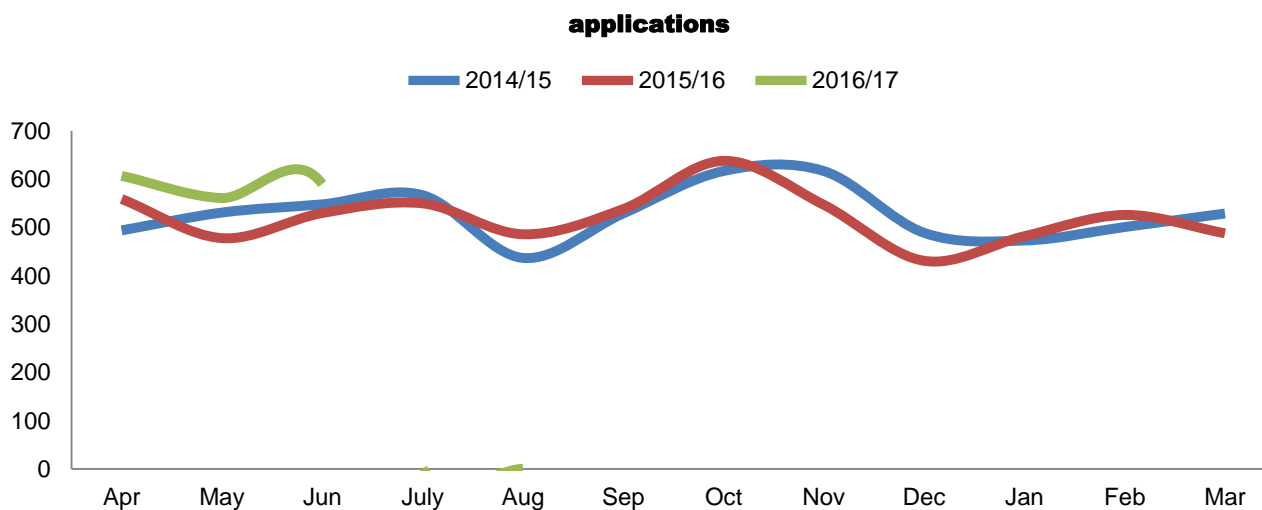
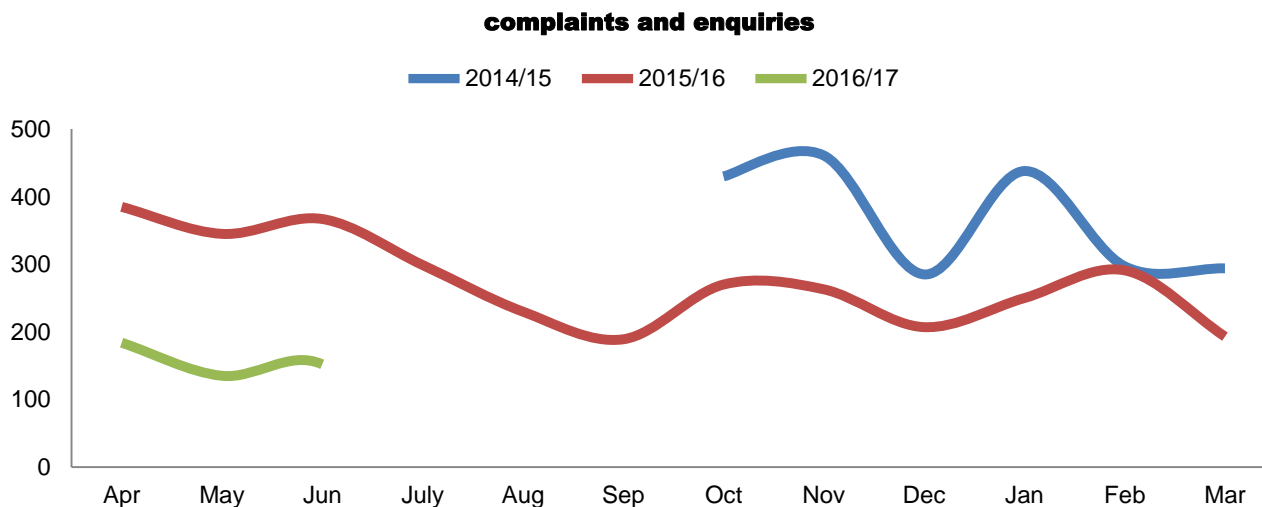
The chart (top right) shows the number complaints and enquiries recorded by WRS over a three year period relating to licensing. The chart (bottom right) shows the number of licensing applications.

Licensing complaints, enquiries and applications relate to the following:

- Alcohol and entertainment
- Animals
- Caravans
- Gambling
- Scrap metal
- Sex establishments
- Skin piercing
- Street trading
- Taxis

Comments

Data relating to licensing complaints and enquiries is only available from October 2014. The variation in case totals is due to the Licensing team establishing 'best practice' when recording complaints and enquiries and should become more consistent during the year.

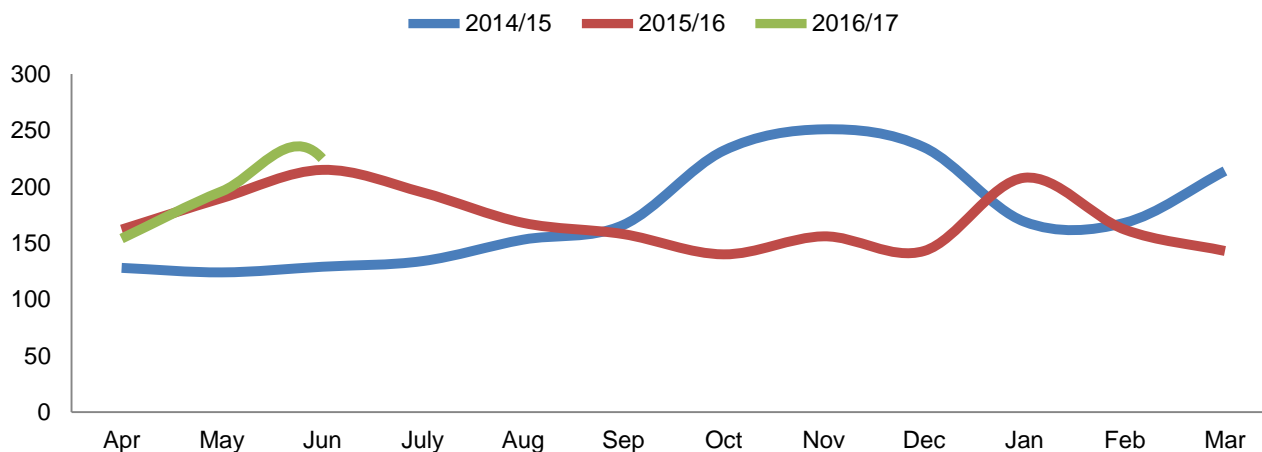


Planning

The chart (right) shows the number of planning requests received by WRS over a three year period. The majority of these requests are consultations but can also include requests to discharge conditions.

Planning requests relate to the following:

- Air Quality
- Contaminated Land
- Environmental Permitting
- Food
- Health and Safety
- Nuisance / Noise



Comments

Planning data includes work carried out by WRS on behalf of Herefordshire County Council, Stratford-on-Avon District Council and Tewkesbury Borough Council. Demand on environmental impact advice in planning remains strong showing some growth above previous year's statistics for May- June.

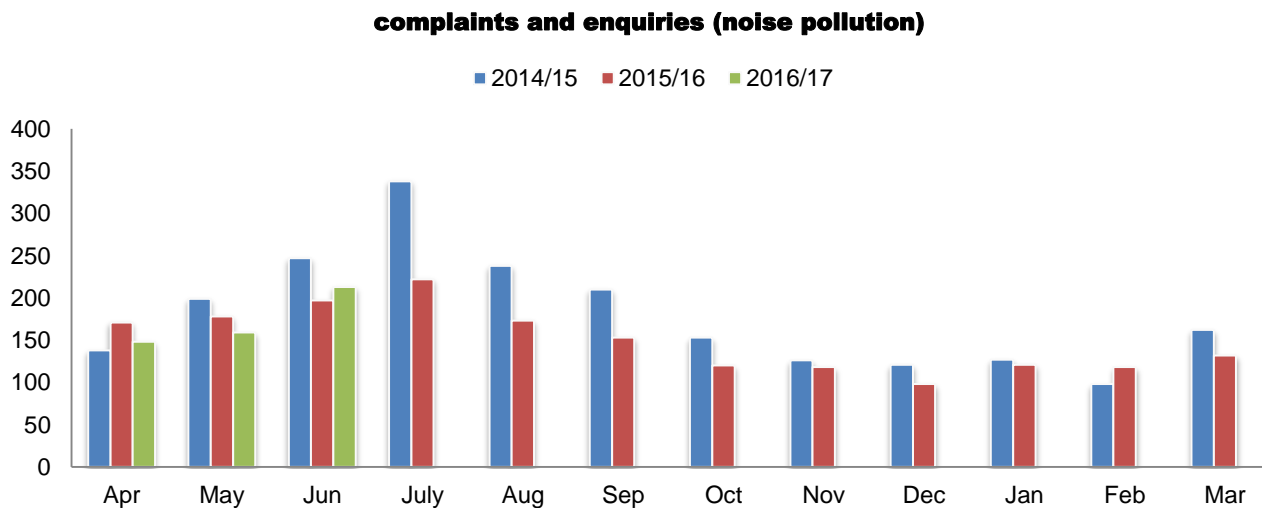
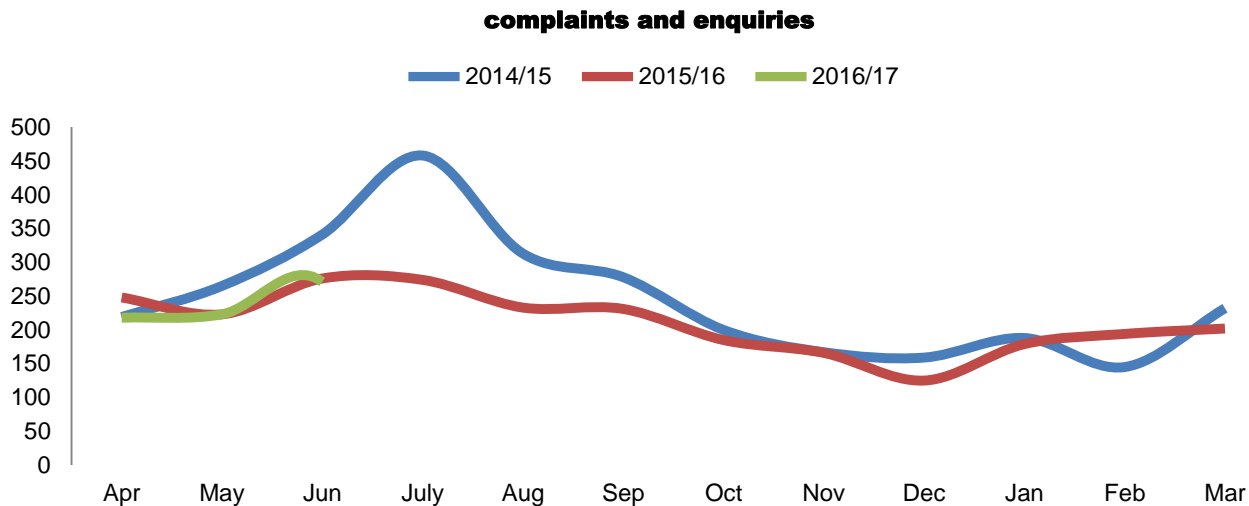
WRS are currently developing a county wide supplementary planning document (SPD) for environmental protection through the strategic and Development control planning regime . Initially discussions with Bromsgrove & Redditch planning departments on the development of this guidance has been positive and officers will be engaging with the remaining planning authorities within the partnership on the preliminary drafts for the documents. It is anticipated that a SPD will standardise technical requirements and improve consistency in the planning process.

Pollution

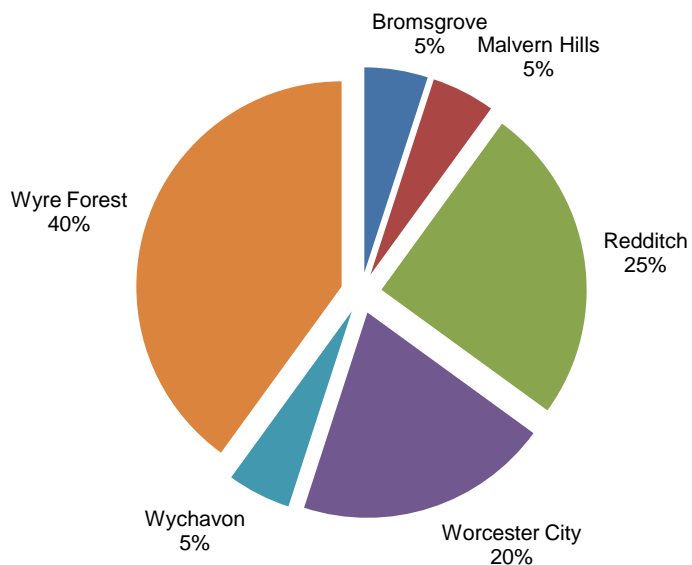
The chart (right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to pollution. Types of cases recorded under this category include contamination incidents, air pollution (smoke, fumes and gases), light pollution and noise pollution. The chart (bottom right) shows the number of complaints and enquiries relating to noise pollution.

Comments

Whilst demand is broadly consistent with the previous year, the move to self help, which yielded savings for the remaining partners to adopt it, will take a little time to bed into areas where it has not been fully utilised. The Management Team will monitor first response, customer issues and staffing issues to see how these policy changes impact more widely.



Noise Pollution



Ward	Total	Population	Rate (%)
Cathedral	16	10,372	0.15%
Batchley And Brockhill	15	8,338	0.18%
Areley Kings And Riverside	14		
Matchborough	13	6,171	0.21%
Broadwaters	12		
Bewdley And Rock	12		
Bedwardine	11	7,930	0.14%
Sanders Park	11		
Blakebrook And Habberley South	10		
Winyates	10	8,409	0.12%
Greenlands	10	8,984	0.11%
Franche And Habberley North	9		
Warndon	9	5,812	0.15%
Wyre Forest Rural	8		
Foley Park And Hoobrook	8		
Broadway And Wickhamford	8	4,642	0.17%
Rainbow Hill	8	5,865	0.14%
Church Hill	8	7,982	0.10%
Priory	8	4,069	0.20%
Offmoor And Comberton	7		

Comments

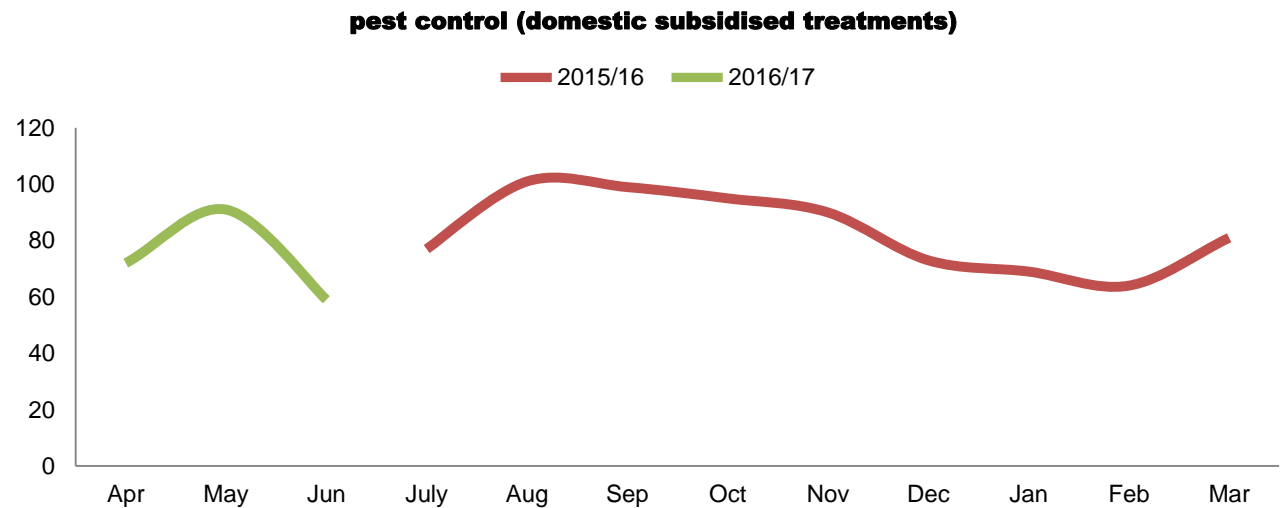
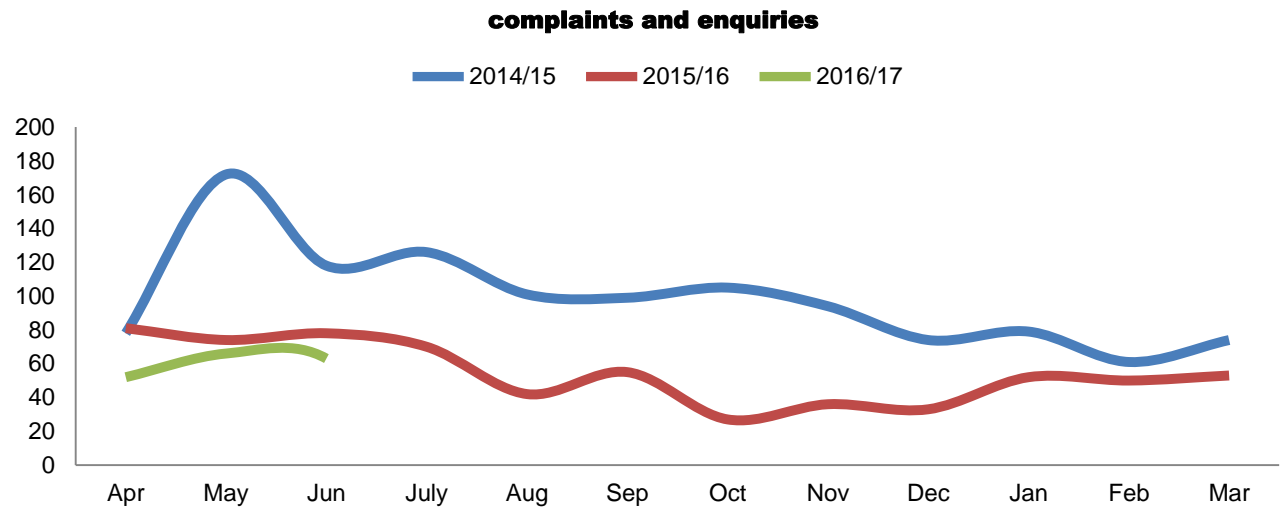
The table (right) shows the top 20 wards within Worcestershire with the highest number of noise pollution cases. Where possible, population and incident rates are also shown however, this data is not available for Bromsgrove and Wyre Forest due to recent boundary changes. The chart (left) shows the top 20 wards by district, for example, 20% of wards highlighted in the table are located within Worcester City.

Public Health

The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to public health. Types of cases recorded under this category include accumulations, public burials and pest control. The chart (bottom right) shows the number of subsidised pest control treatments have been carried out by contractors at domestic properties within Worcestershire.

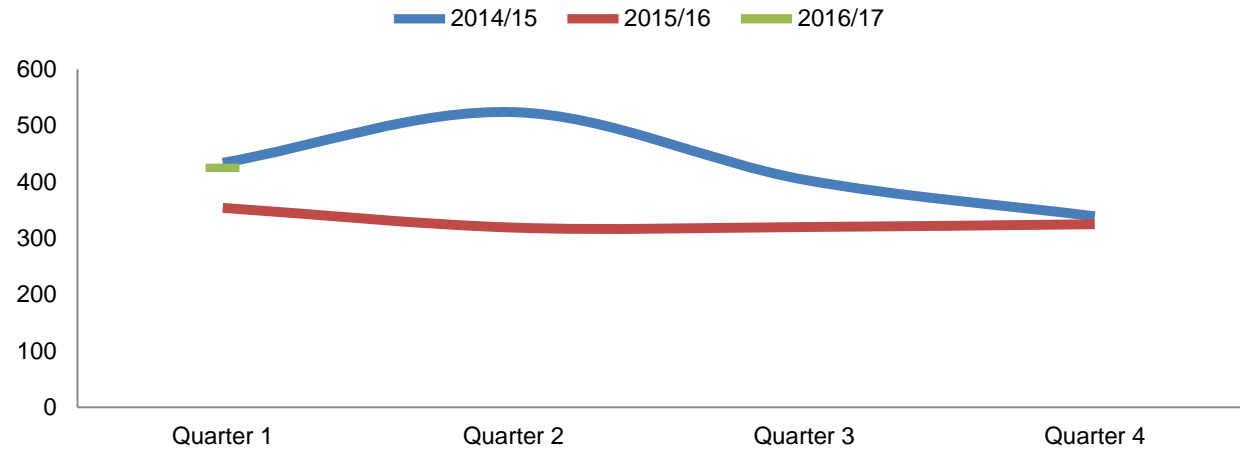
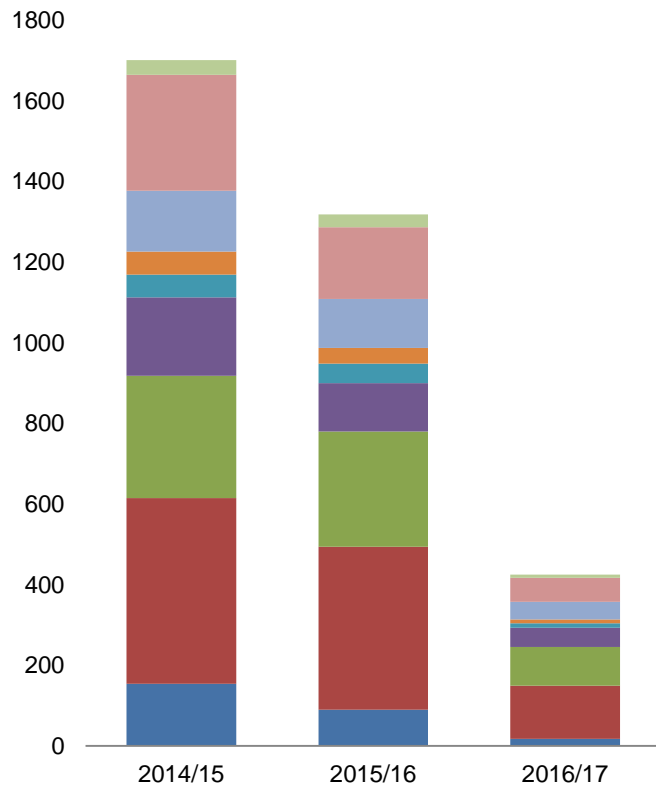
Comments

In Worcester City there has been a large increase in requests related to gull queries as the authority has requested additional work to support residents and businesses. WRS are doing that based on recent surveys we have commissioned on gull activity. The WRS webpages have been enhanced with useful advice and information. For the third year running the level of demand for the domestic treatments of certain pest where a subsidised service is offered (Bromsgrove, Redditch, Wychavon and Wyre Forest) has remained high and the budget is likely to be exceeded.





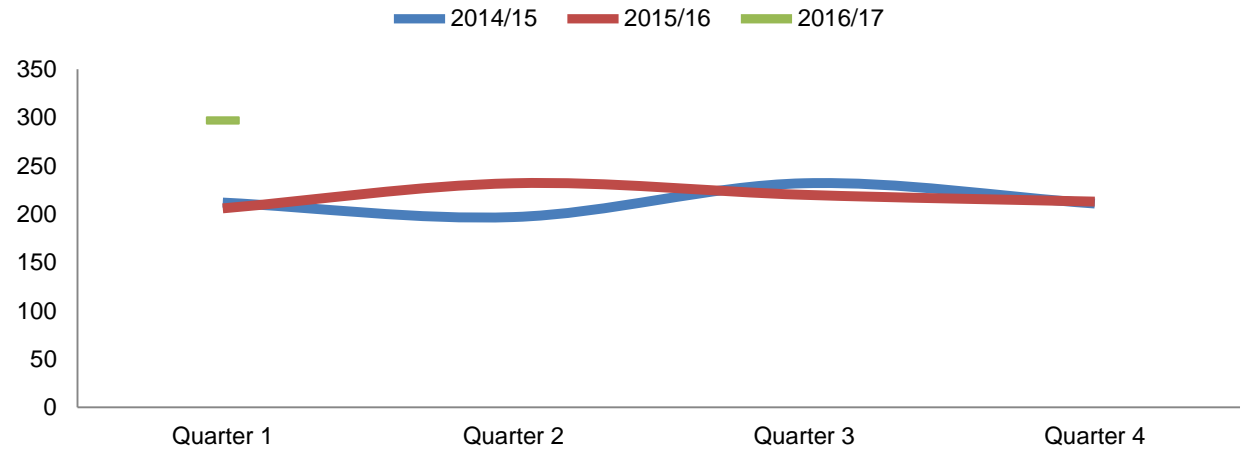
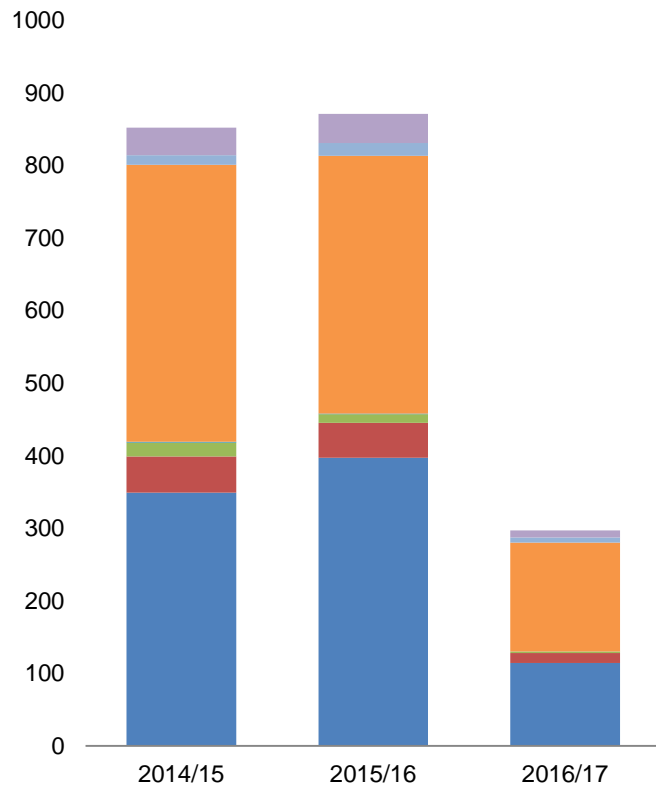
The data on this page relates to **Environmental Health** complaints, enquiries and notifications recorded by WRS where the subject or enquirer was located within the district of **Bromsgrove**.



	2014/15	2015/16	2016/17
Dog Control	36	31	8
Dog Control (number of lost, found or stray dogs)	288	178	60
Food Safety	151	122	43
Health and Safety	57	39	10
Health and Safety (accident reports)	56	48	11
Information Requests	195	120	48
Planning	303	286	96
Pollution	461	404	132
Public Health	154	90	17

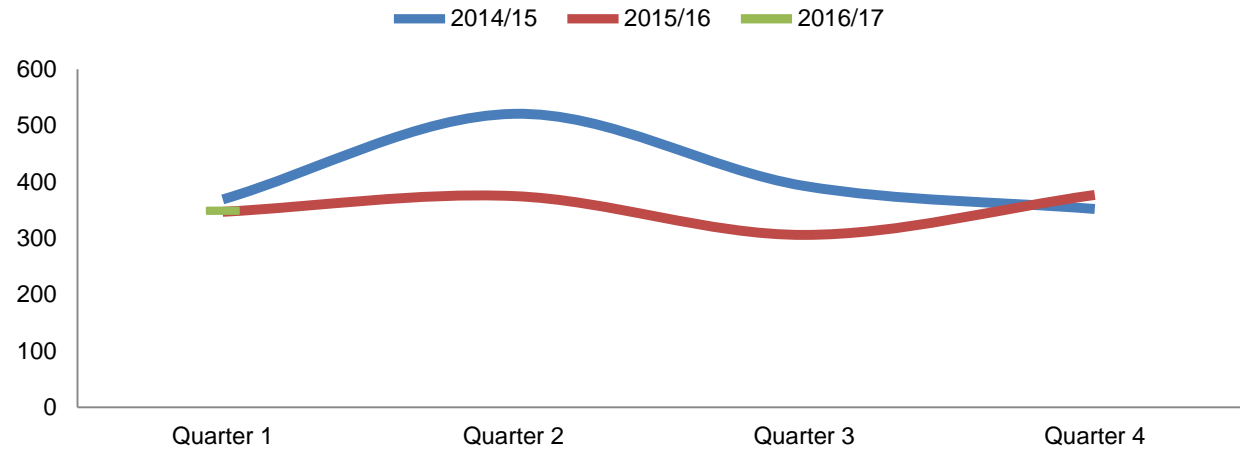
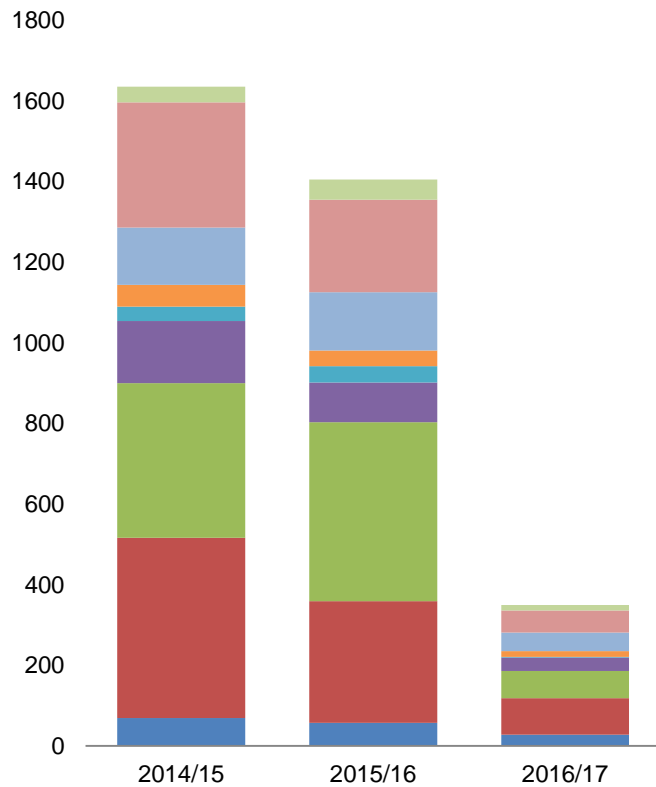


The data on this page relates to **Licensing** complaints, enquiries and applications recorded by WRS where the subject or enquirer was located within the district of **Bromsgrove**.



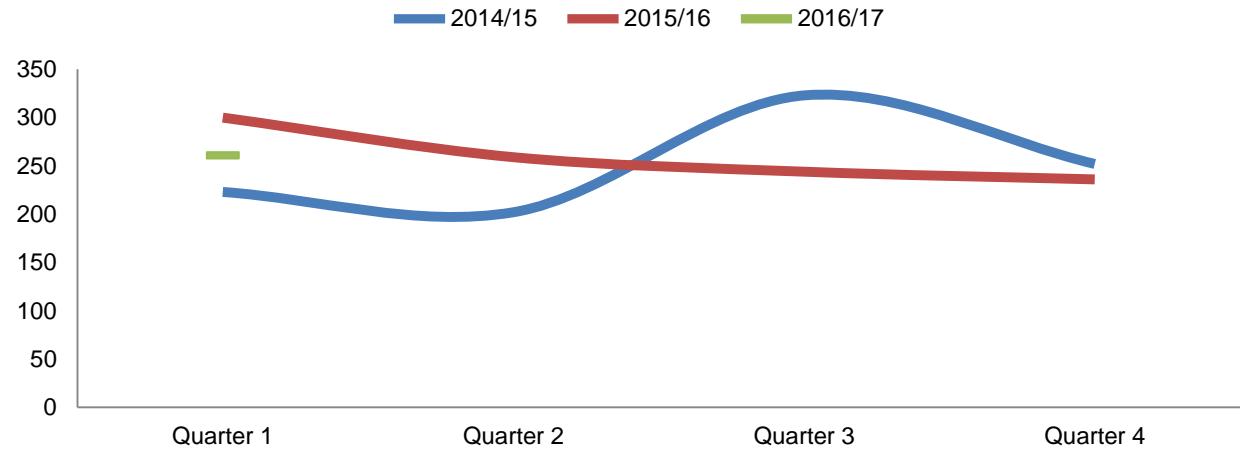
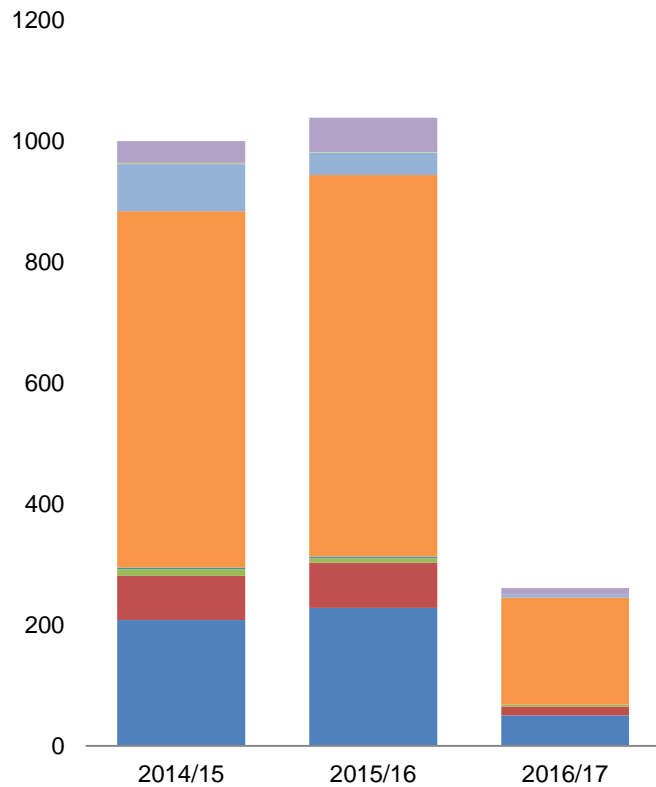
	2014/15	2015/16	2016/17
Animals	38	40	10
Caravan	0	0	0
Gambling	13	18	7
Licensing Act	382	355	150
Scrap Metal (includes collectors and dealers)	1	1	0
Sex Establishments	0	0	0
Skin Piercing	19	12	2
Street (includes amenities, collections and trading)	50	48	14
Taxis	349	397	114

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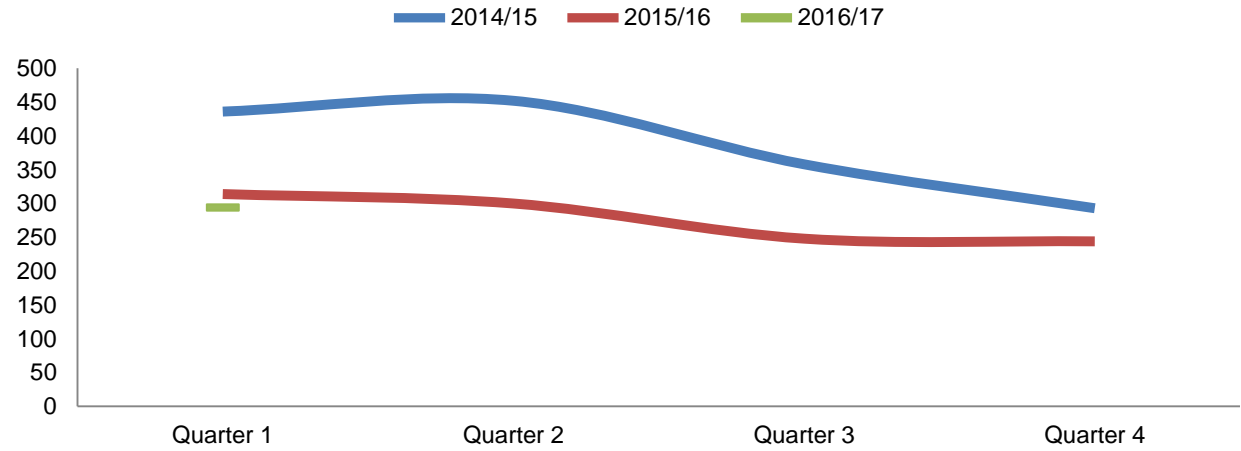
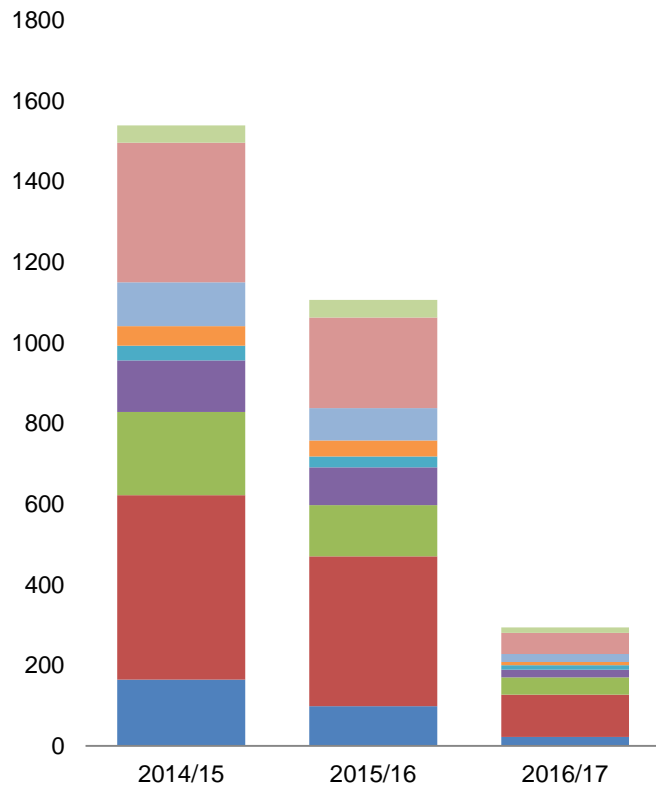
	2014/15	2015/16	2016/17
Dog Control	39	50	13
Dog Control (number of lost, found or stray dogs)	310	230	55
Food Safety	142	144	46
Health and Safety	54	39	14
Health and Safety (accident reports)	36	41	2
Information Requests	154	98	33
Planning	384	444	68
Pollution	447	302	90
Public Health	69	57	28

The data on this page relates to **Licensing** complaints, enquiries and applications recorded by WRS where the subject or enquirer was located within the district of **Malvern Hills**.



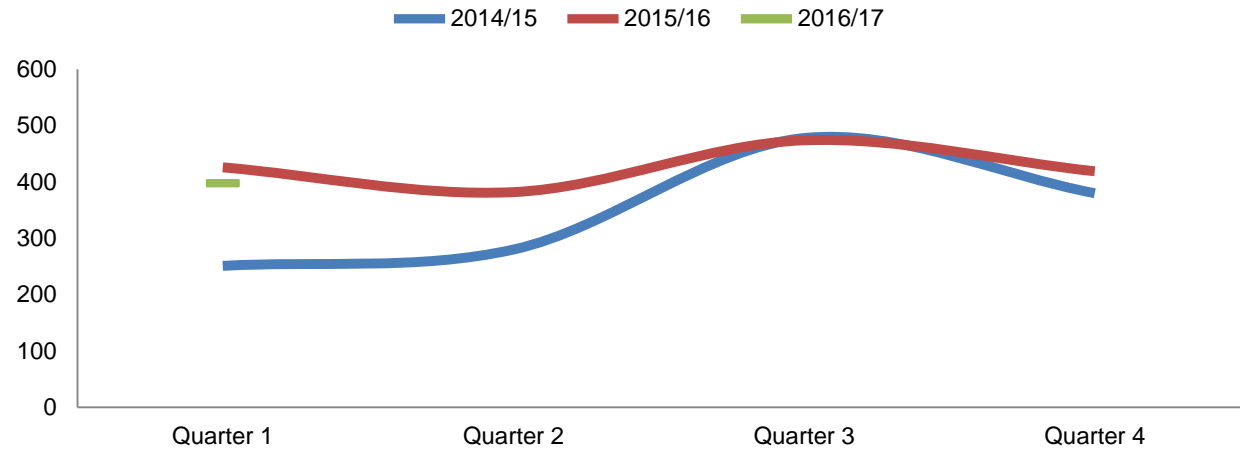
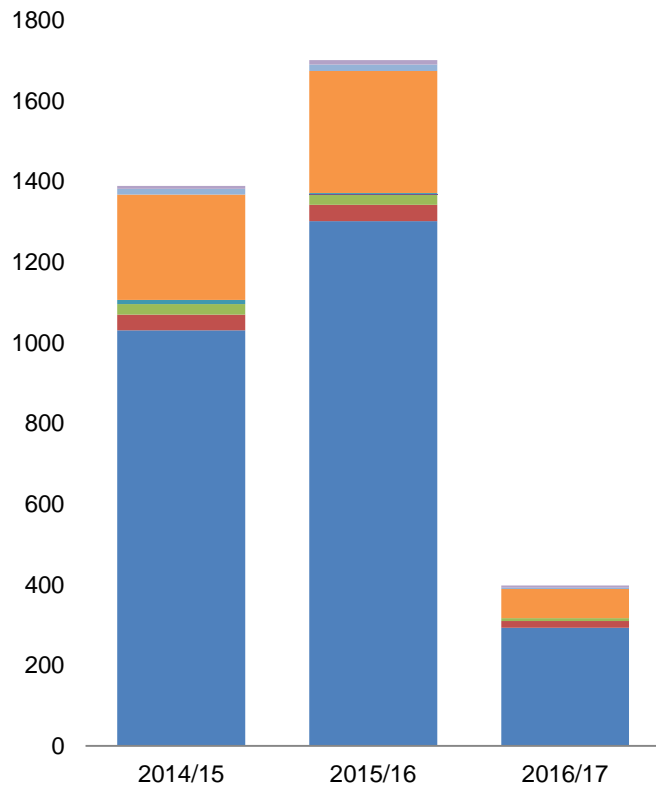
	2014/15	2015/16	2016/17
Animals	36	57	11
Caravan	2	1	0
Gambling	78	37	5
Licensing Act	589	631	177
Scrap Metal (includes collectors and dealers)	3	3	0
Sex Establishments	0	0	0
Skin Piercing	11	7	3
Street (includes amenities, collections and trading)	73	75	15
Taxis	208	228	50

The data on this page relates to **Environmental Health** complaints, enquiries and notifications recorded by WRS where the subject or enquirer was located within the district of **Redditch**.



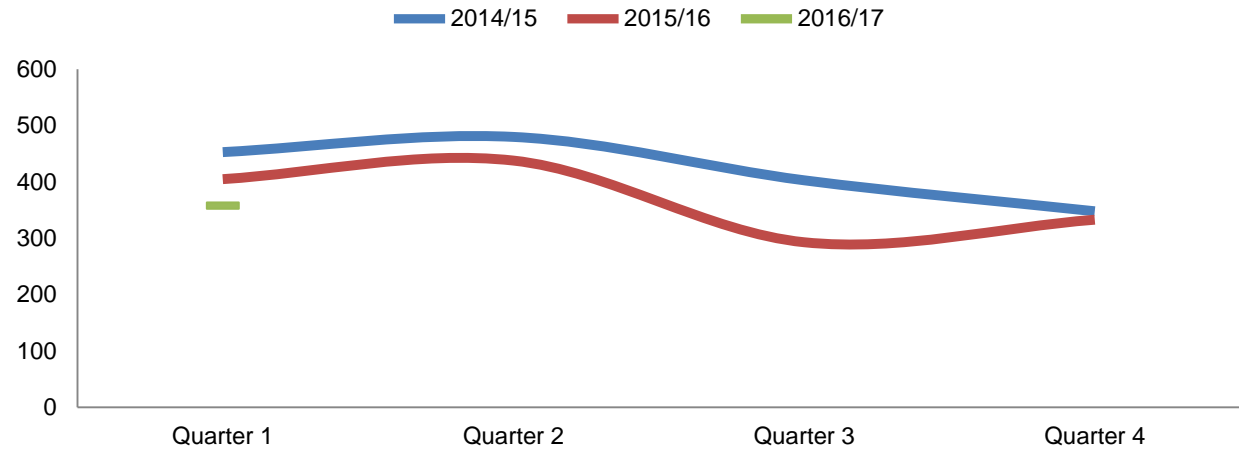
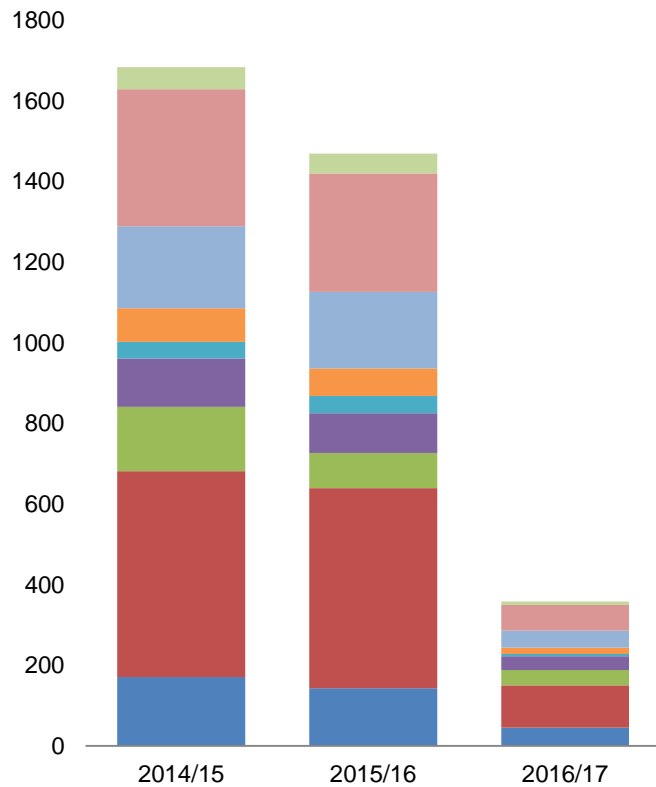
	2014/15	2015/16	2016/17
Dog Control	43	43	14
Dog Control (number of lost, found or stray dogs)	346	225	52
Food Safety	109	80	20
Health and Safety	48	40	8
Health and Safety (accident reports)	37	27	11
Information Requests	128	94	19
Planning	206	127	43
Pollution	458	372	105
Public Health	164	98	22

The data on this page relates to **Licensing** complaints, enquiries and applications recorded by WRS where the subject or enquirer was located within the district of **Redditch**.



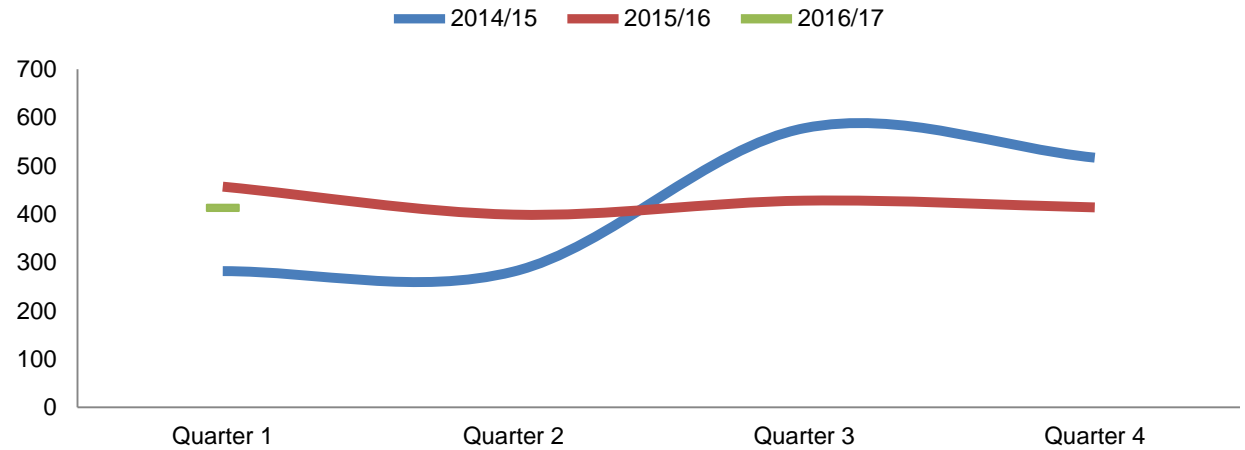
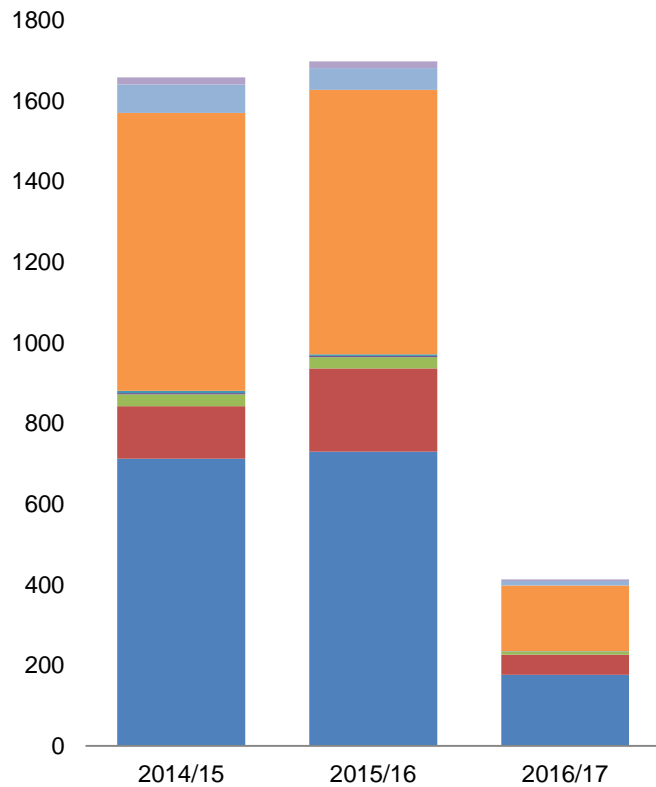
	2014/15	2015/16	2016/17
Animals	7	11	6
Caravan	0	0	0
Gambling	14	16	3
Licensing Act	262	302	72
Scrap Metal (includes collectors and dealers)	10	3	0
Sex Establishments	0	1	0
Skin Piercing	26	26	7
Street (includes amenities, collections and trading)	39	40	17
Taxis	1,031	1,302	293

The data on this page relates to **Environmental Health** complaints, enquiries and notifications recorded by WRS where the subject or enquirer was located within the district of **Worcester City**.



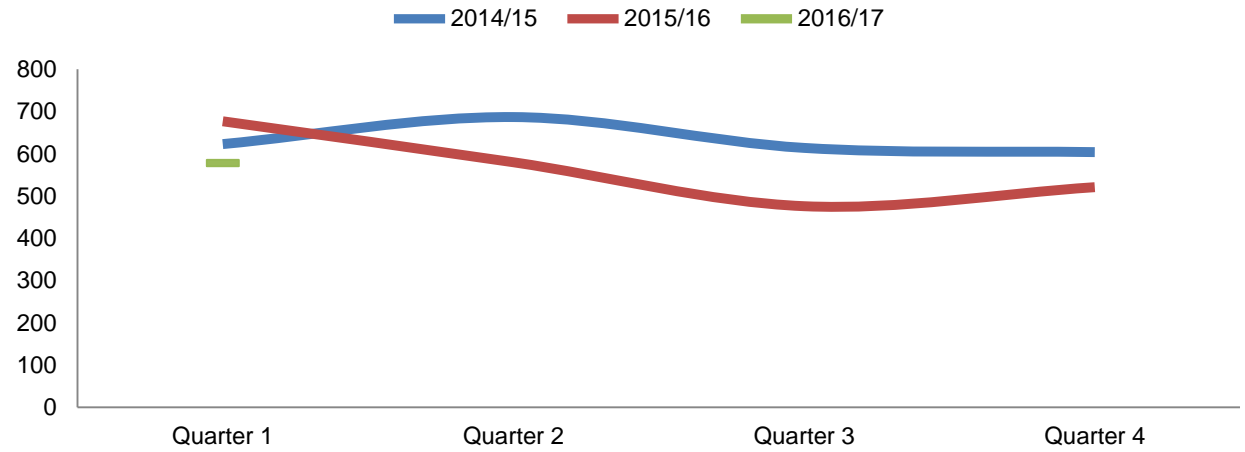
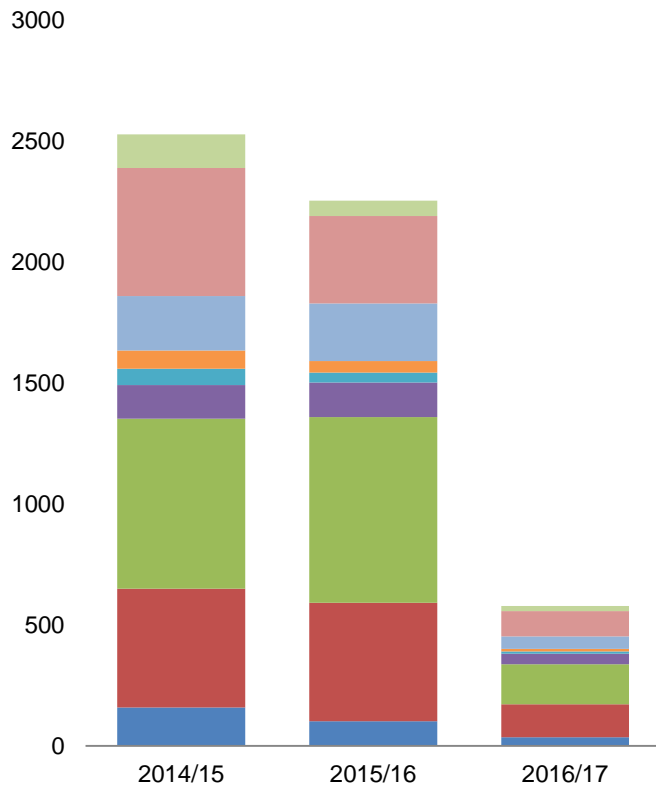
	2014/15	2015/16	2016/17
Dog Control	55	49	9
Dog Control (number of lost, found or stray dogs)	340	294	63
Food Safety	203	190	42
Health and Safety	84	68	16
Health and Safety (accident reports)	41	43	6
Information Requests	120	98	34
Planning	160	88	38
Pollution	510	496	105
Public Health	171	143	45

The data on this page relates to **Licensing** complaints, enquiries and applications recorded by WRS where the subject or enquirer was located within the district of **Worcester City**.



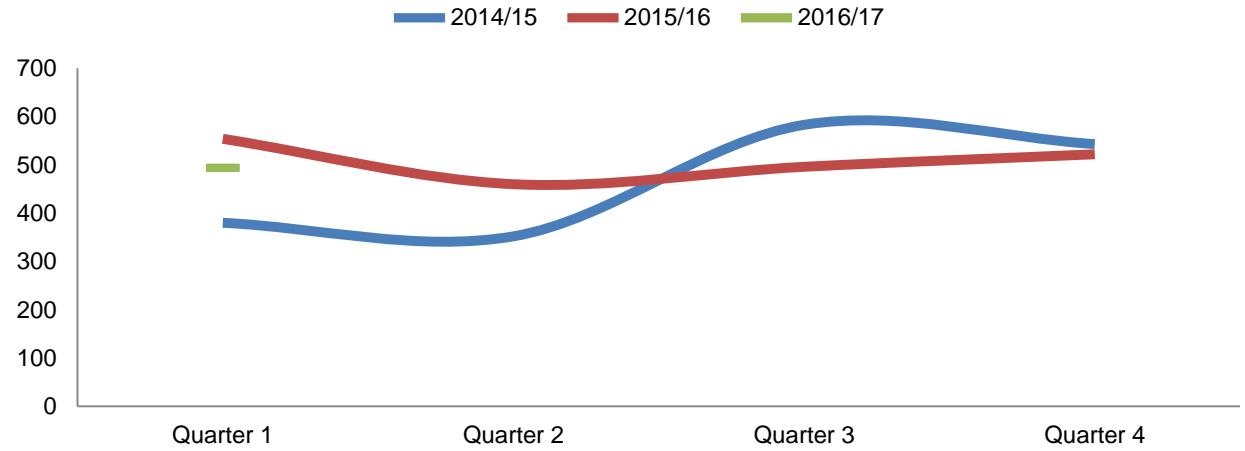
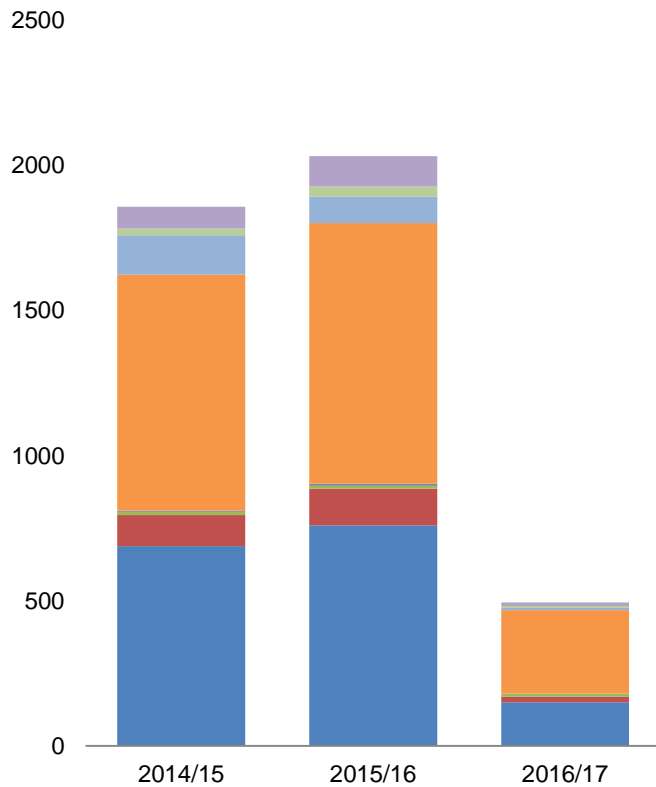
	2014/15	2015/16	2016/17
Animals	17	17	4
Caravan	0	0	0
Gambling	71	54	11
Licensing Act	689	656	163
Scrap Metal (includes collectors and dealers)	6	4	1
Sex Establishments	3	3	0
Skin Piercing	29	28	8
Street (includes amenities, collections and trading)	131	206	50
Taxis	712	730	176

The data on this page relates to **Environmental Health** complaints, enquiries and notifications recorded by WRS where the subject or enquirer was located within the district of **Wychavon**.



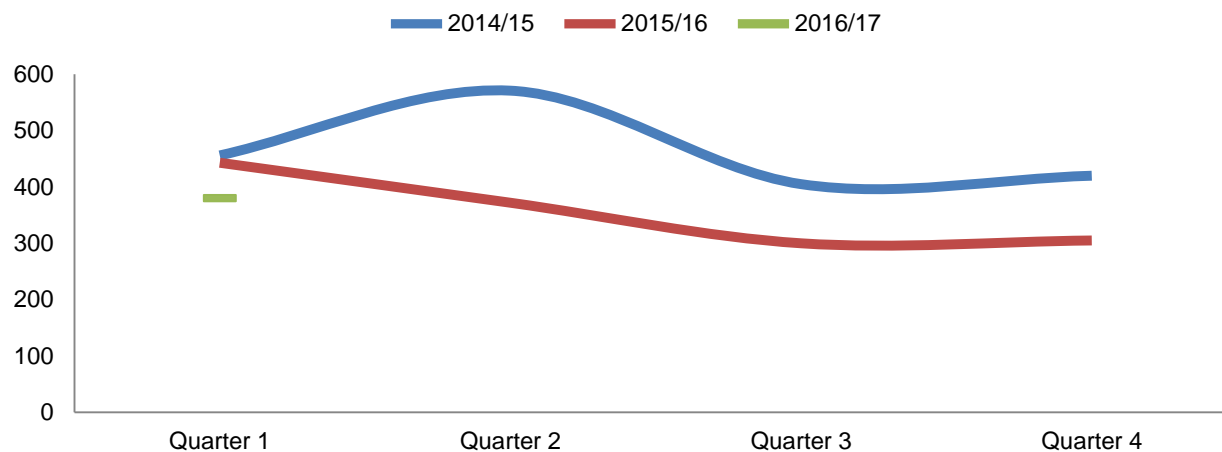
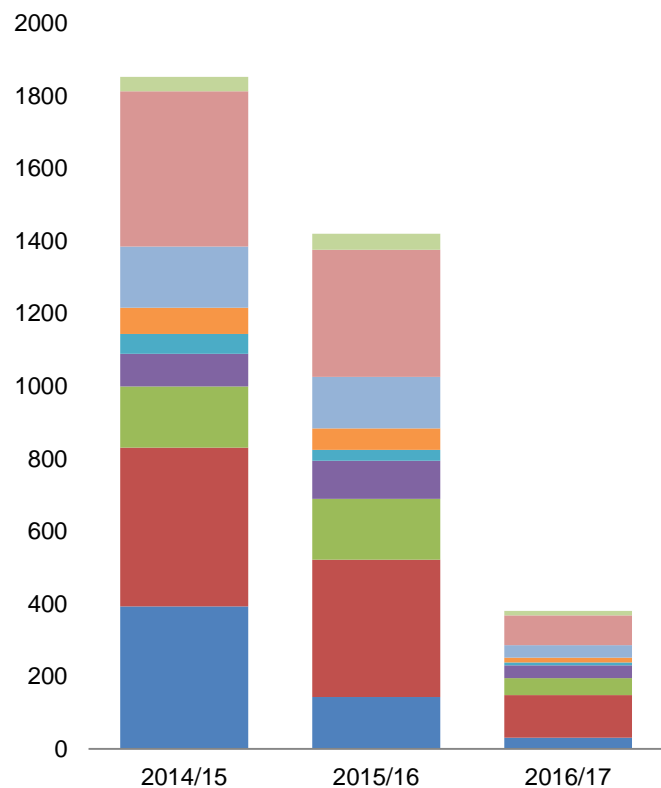
	2014/15	2015/16	2016/17
Dog Control	139	63	21
Dog Control (number of lost, found or stray dogs)	529	362	105
Food Safety	225	238	51
Health and Safety	76	48	11
Health and Safety (accident reports)	67	41	9
Information Requests	139	143	43
Planning	703	768	166
Pollution	491	489	137
Public Health	159	102	35

The data on this page relates to **Licensing** complaints, enquiries and applications recorded by WRS where the subject or enquirer was located within the district of **Wychavon**.



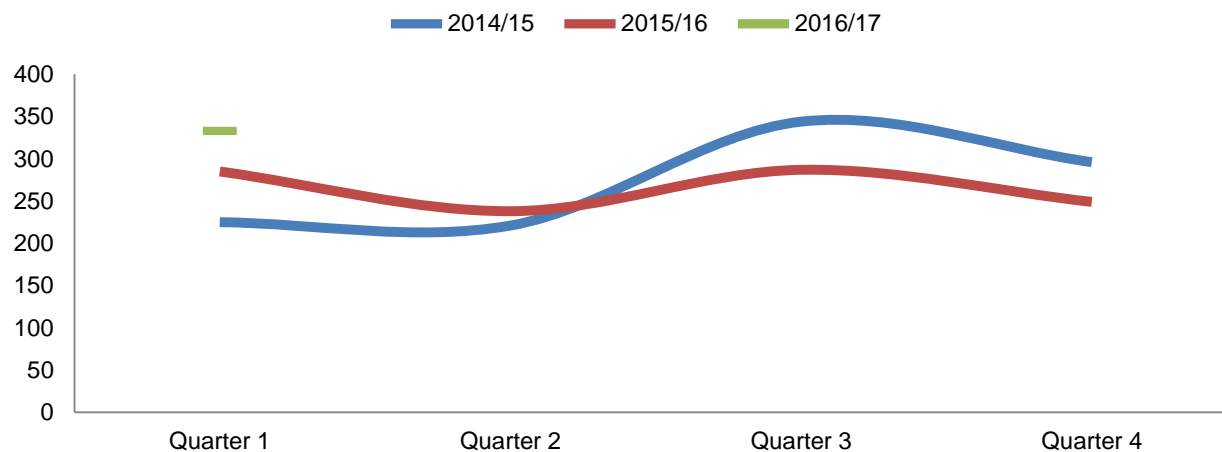
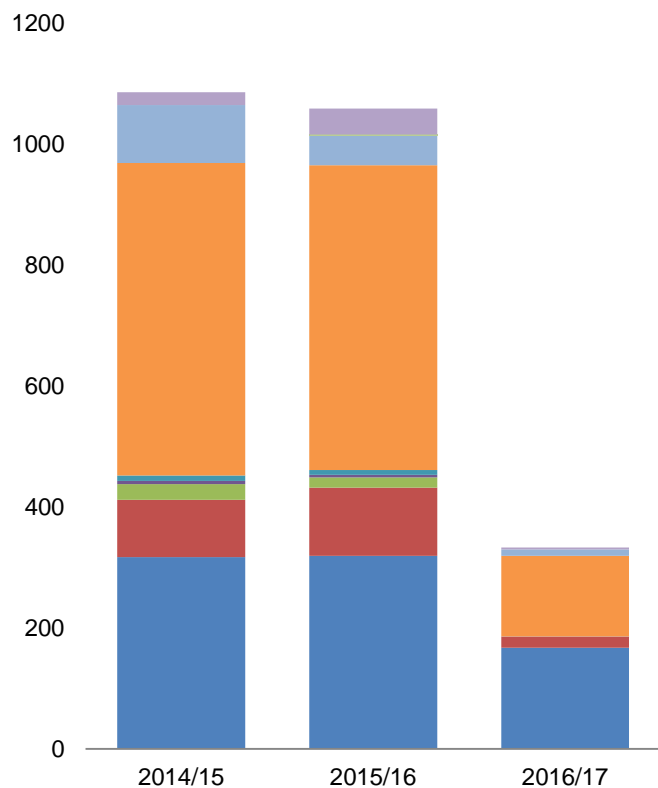
	2014/15	2015/16	2016/17
Animals	75	105	12
Caravan	24	34	7
Gambling	135	92	7
Licensing Act	813	898	287
Scrap Metal (includes collectors and dealers)	1	2	0
Sex Establishments	3	4	0
Skin Piercing	12	11	11
Street (includes amenities, collections and trading)	107	126	20
Taxis	688	760	150

The data on this page relates to **Environmental Health** complaints, enquiries and notifications recorded by WRS where the subject or enquirer was located within the district of **Wyre Forest**.



	2014/15	2015/16	2016/17
Dog Control	39	44	12
Dog Control (number of lost, found or stray dogs)	428	351	82
Food Safety	169	142	35
Health and Safety	72	59	13
Health and Safety (accident reports)	55	30	8
Information Requests	90	105	35
Planning	169	168	47
Pollution	437	378	117
Public Health	393	143	31

The data on this page relates to **Licensing** complaints, enquiries and applications recorded by WRS where the subject or enquirer was located within the district of **Wyre Forest**.



	2014/15	2015/16	2016/17
Animals	21	43	3
Caravan	0	2	0
Gambling	96	49	11
Licensing Act	517	504	133
Scrap Metal (includes collectors and dealers)	9	8	0
Sex Establishments	5	4	1
Skin Piercing	26	17	0
Street (includes amenities, collections and trading)	95	113	18
Taxis	317	319	167