

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

Contents

WRS Headlines (page 3 - 5)

Summary and Performance (page 6 - 16)

Air Quality
Contaminated Land
Dog Control
Environmental Permitting
Food Safety
Health and Safety
Information Requests
Licensing
Planning
Pollution
Public Health

Local Authority Summaries (page 17 - 28)

Bromsgrove
Malvern Hills
Redditch
Worcester City
Wychavon
Wyre Forest

Foreword

Simon Wilkes

Head of Regulatory Services

Welcome to the second edition of the activity data report for 2016/17, which of course covers Q1 and Q2. The commentary is of course for the second quarter but all of the data is there to allow you to see trends and make comparisons.

As you will see, the teams had a busy Summer. The spike in nuisance complaints which failed to appear last year came back and the good weather allowed it to extend through September so the Community EH team have been very busy dealing with these issues for local residents. Other highlights are picked up by the management team in their commentary and we hope, as ever, that this gives you a picture of all aspects of work that we deliver across the 6 districts.



WRS Headlines

APSE Award

We are very pleased to report that WRS were finalists in the “Best UK Environmental Health Team” category at this year’s Association for Public Service Excellence awards against very impressive competition. The awards, which took place in September, exist to showcase the ability of Local Authorities to “pursue innovation within service delivery and implement new approaches aimed at improving the level of service to local communities and people”. The award submission focussed heavily on innovation and transformation work within your Community Environmental Health, Technical Services, Duty Officer and Intel Teams, including:

- The self-help package for nuisances
- Trying to resolve problems at the first point of contact through the Duty Officer system
- LEP work on schemes such as earned recognition
- The Healthy Choices Food award
- Working closely with legitimate businesses and their relevant trade bodies including business seminars
- Self-help for Planning Officers
- The creation of an EH Intel Team and tasking
- Carrying out contract work for other authorities.



Worcestershire Works Well

The team is one of the delivery partners for the Worcestershire Works Well programme, which supports improved health and wellbeing in the workplace. WRS delivers interventions with businesses that want to sign up, funded by money from the Public Health team. In September the team held a promotional event at Hartlebury Trading Estate. Fully supported by estates management, the event included the Green Ape smoothie bike, some mini sports activities and a free donation of superb fresh produce from Waresley Farm Shop as a prize.

WRS Headlines

Healthier Choices Food Award

Several businesses achieved the Healthier Choices Food Award in Quarter 2. Refuel, the canteen run by EDM Catering for the 300 employees at Rockline Industries in Matchborough, become the first in Redditch to achieve the Gold level Healthier Choices Food Award for serving a wide variety of freshly-prepared, healthier meals with ingredients from local suppliers.

EDM Director Peter Thomas said: “We are delighted to receive this award which recognises EDM Catering’s commitment to buying local wherever possible as we deliver a well-balanced, healthy eating range of menu options for our customers at Rockline”.

The Healthier Choices Food Awards are for Worcestershire food businesses who offer customers a variety of healthier and customisable menu options, with a special Gold award for those who also use locally-sourced produce. Eateries or caterers with the highest-possible level five Food Hygiene Rating are eligible for the awards that come with a range of additional business benefits such as nutritional analysis of recipes, discounted training and networking and informative events. Other businesses achieving the award this quarter included The Royal Spice in Hartlebury, Go-Gourmet at Bransford Garage and Banners, near the new Bromsgrove train station.

Food Safety

In September your Officers visited a business in Worcester to remove Dunsyre Blue Cheese from the shelves, as it was linked to an investigation into dangerous E Coli 0157. In addition, premises in Kidderminster were closed for a major cockroach infestation.



WRS Headlines

A dog called Watson

Members may be familiar with the dog welfare story that hit the local papers and news media in July about 'Watson', a Shih Tzu type dog, picked up as a stray in Kidderminster. You can see from the photograph how matted his fur was which his overgrown nails had grown into. He also was nearly blind because of scarring on his eyes which were infected and almost glued together. In the emaciated state he was barely able to walk. He was never claimed by the owners so after 7 days WRS sort to rehome him. The good news is that he was placed in an experienced foster home because of his condition with continuing veterinary care. We hope he makes a full recovery and finds a decent new home.



Licensing

The National Fraud Initiative (NFI) is an exercise that matches electronic data within and between public and private sector bodies to prevent and detect fraud. The initiative has been running every two years since 1996 and, to date, has been used to identify fraud and overpayments totalling £1.17 billion. Licensing has been completing this bi-annual exchange with the Audit Commission by sending data relating to taxi drivers, street traders and personal licence holders.

The Immigration Act 2016 comes into force from the 1st December 2016 and requires Licensing departments to check that taxi drivers have the right to live and work in the UK before a licence can be issued. We have been gearing up for all the additional work this entails.

Air Quality & Contaminated Land

The work on the Air Quality Action Plan Update reported in Q1 has now been concluded. The final version was published on the WRS website with updates on progress against actions to alleviate poor air quality in the Air Quality Management Areas across the County. This report forms part of the Annual reports required to be submitted to Defra every year. The remaining reporting requirement (the Annual Status Report) will be the focus of work in Q3.

Enhanced air quality monitoring in Foregate Street, Worcester continues with the extended operation of an automatic nitrogen dioxide analyser. Preliminary analysis of the results has already commenced with a view to determining the real level of pollution in that locality. The automatic nitrogen dioxide analyser in Worcester Road, Wychbold completed six months worth of monitoring and has now been decommissioned. The results indicate that an AQMA will be required in the locality. The extent of the elevated levels of pollutants is to be determined by dispersion modelling which will commence in the new year (Q4). The concerns with Wychbold have been raised and formed part of the discussions with the County Council as part of their planned 31 Million pound investment to improve the A38 Corridor around Bromsgrove (Wychbold – Lydiate Ash) which will also address Bromsgrove air quality concerns.

One of the WRS Board Members for Wyre Forest helped facilitate the creation of an air quality steering group for Welchgate. In attendance were Bewdley Town Council, District Councillor and County Councillor representatives. Progress on priority actions was scrutinised, new actions were proposed and a programme to progress all priority actions by the group following on from that meeting was determined.

A programme of reviewing records of potential historic contamination in the Wychavon district has been continued. Additional support has been provided to Bromsgrove's Planning Department with Marlbrook tip where appropriate action to ensure appropriate monitoring of the site is continued is being pursued.

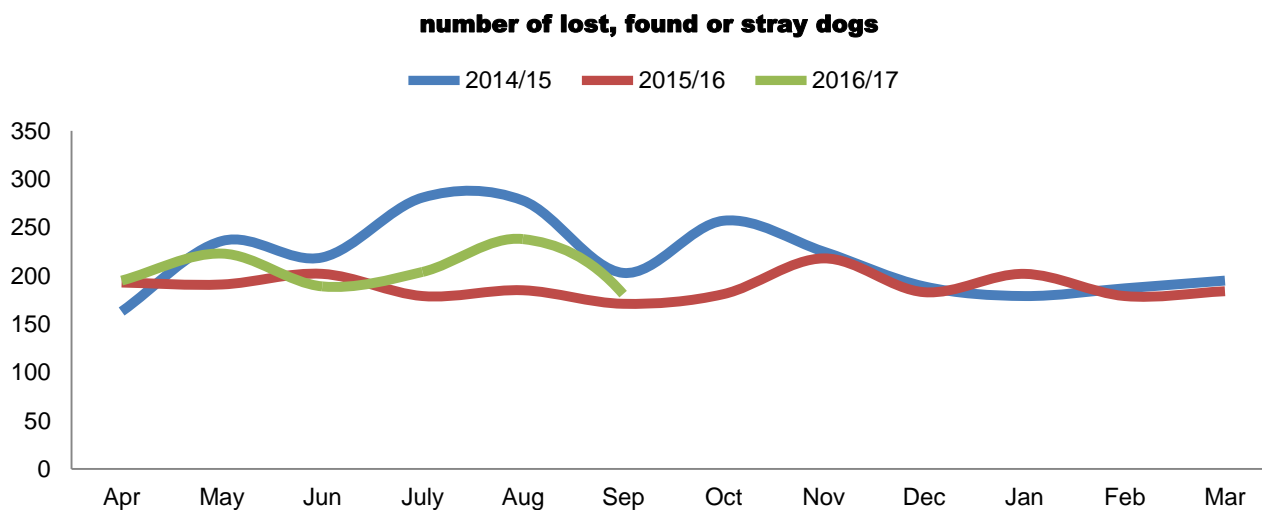
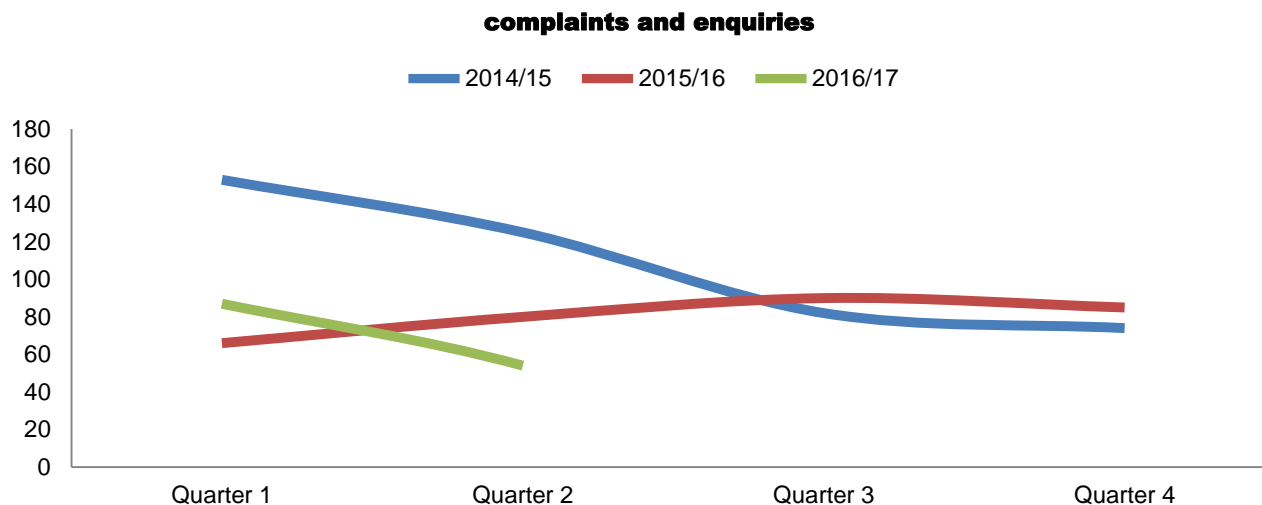
Dog Control

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

Larger industrial processes are required to be permitted to restrict pollution to the atmosphere, land and water. The permits of businesses in Redditch and Bromsgrove are currently being reviewed to make sure they are up to date with current legislation and best practice. Work has been ongoing to prepare the permit for the first Standby Generator operation in Worcestershire at a location in Redditch to ensure emissions to atmosphere are controlled appropriately. In Wychavon WRS Officers have been working with a firm on how a permit would work with their innovative approach to pyrolysis to covert waste plastic into energy.

At Wienerberger, Waresley Works, Wychavon District, there have been a number of noise complaints from local residents. WRS Officers undertook a noise assessment to establish the significance of the issue being complained of. On the back of that assessment evidence was provided to Wienerberger on the tonal elements of the noise that was giving rise to the complaints. The company were given 2 months to produce a plan to resolve the noise issue and 5 months to implement the required changes to the process to resolve the issue and demonstrate resolution. Wienerberger have indicated they are willing to work with WRS to resolve the complaints and it is hoped it will all be resolved before the spring and warmer evenings when residents would want to open their windows.

This quarter a campaign has been kicked off to identify businesses operating without a permit where one is required. This has already identified one firm in Worcester City which has now applied and been granted a permit.

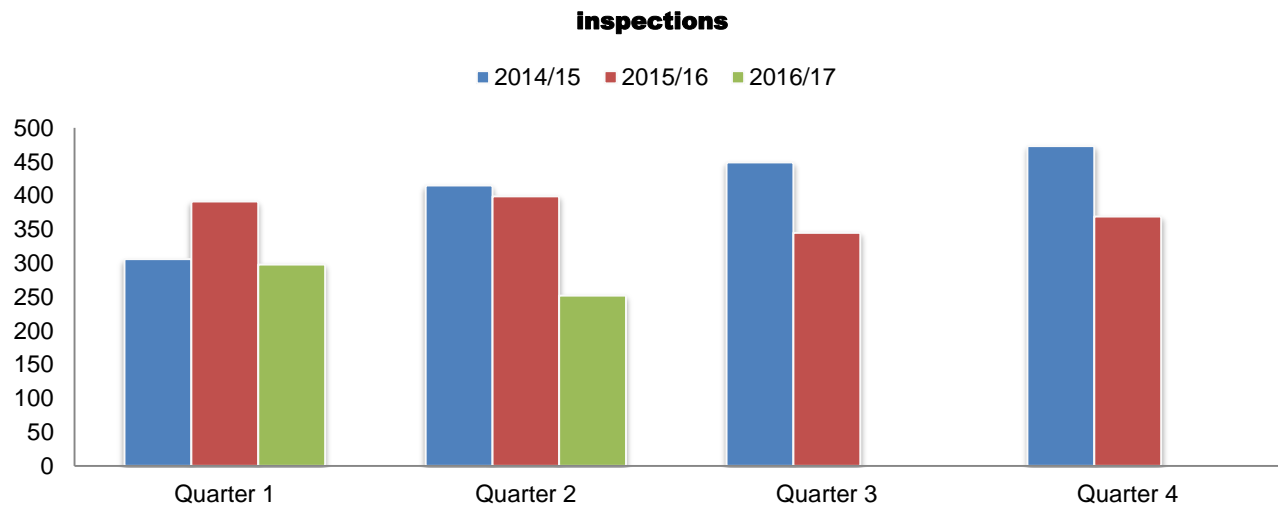
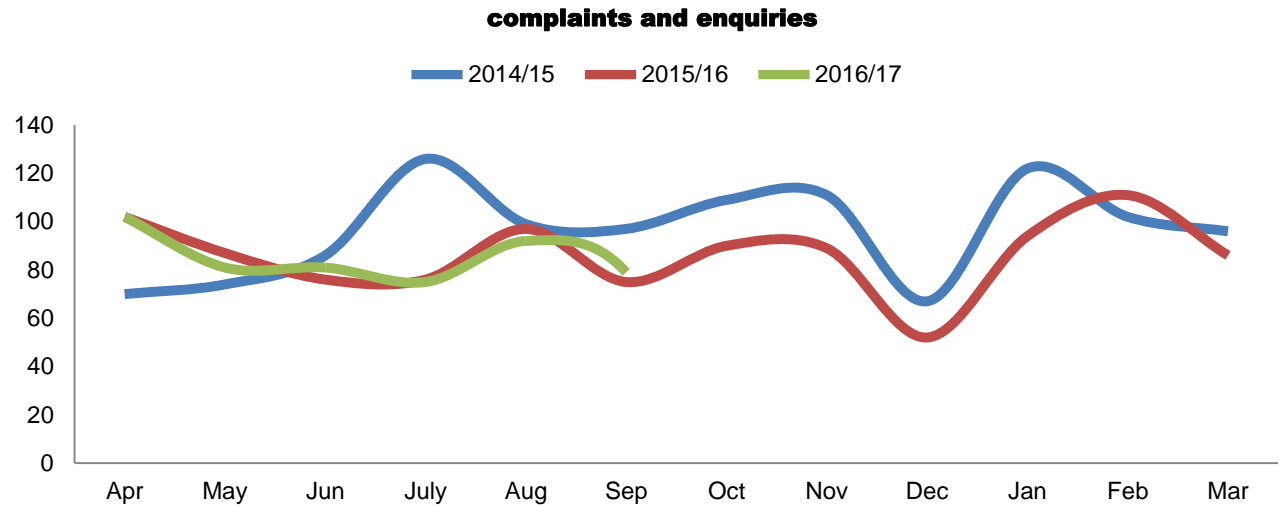
Food Safety

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

Whilst food inspections are down on the same quarter last year, we expect 2016/17 to follow a similar pattern to 2014/15 where the majority of food inspection work was done in the second half of the year. This is due to the volume of reactive work being undertaken and the fact that the service is involved in some complex enforcement activities. Two food premises were formally closed during Q1 with a further closure occurring during Q2. This creates the prospect of a number of prosecution files to add to the significant number in the pipeline already. We will continue to monitor the progress against the full inspection programme for the year so as to ensure that it is achieved.

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.



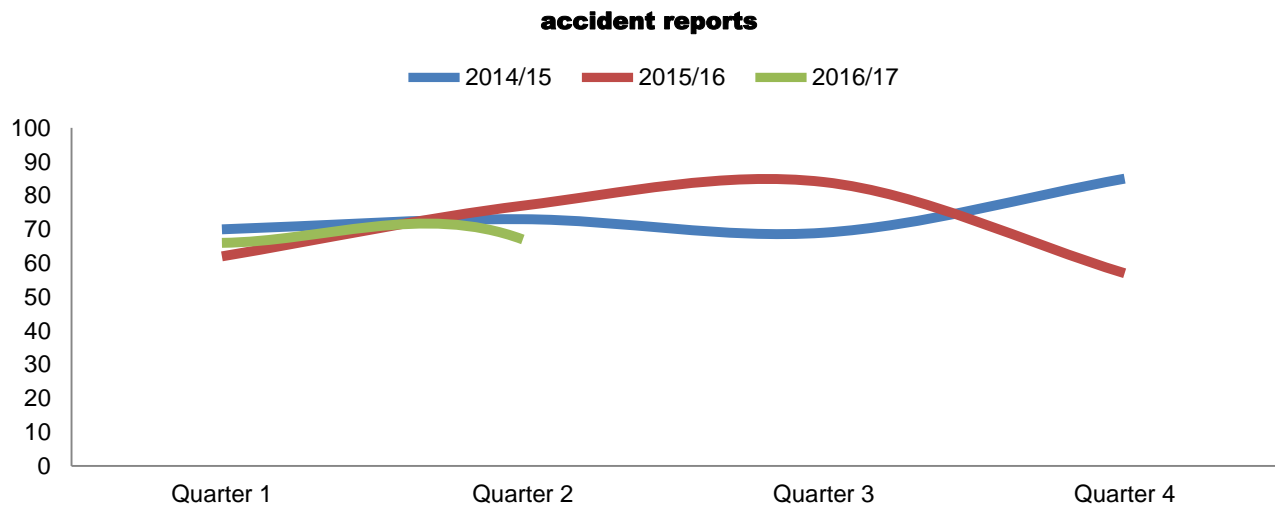
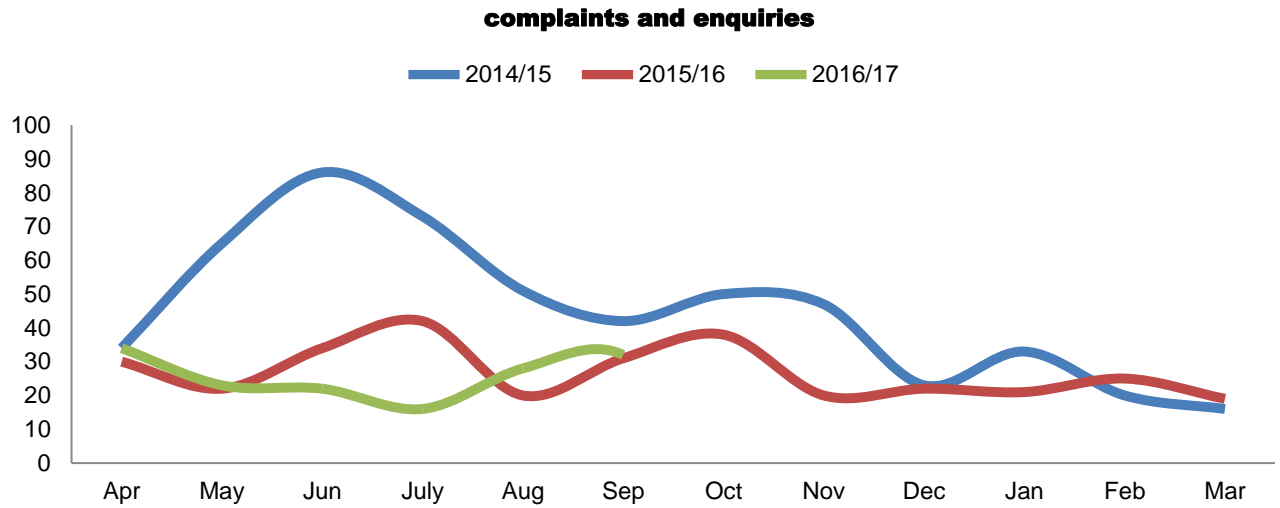
Health and Safety

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

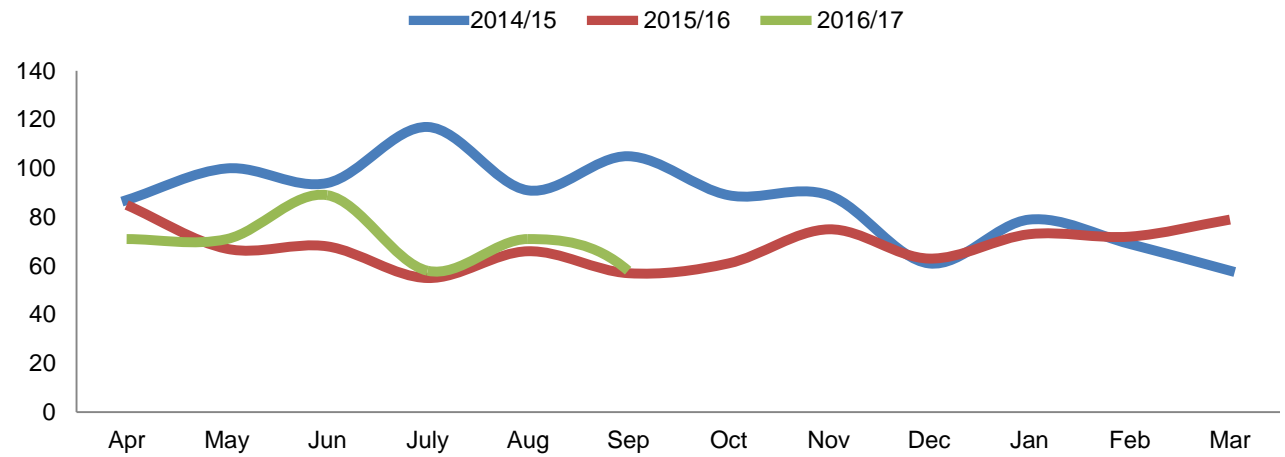
Whilst the service has no control as to the volume of demand received, the number of complaints and enquiries towards the end of the second quarter has shown an upward trend. The number of accident reports remains broadly in line with previous years.

Health and safety activity continues to be intelligence led and these figures do not 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

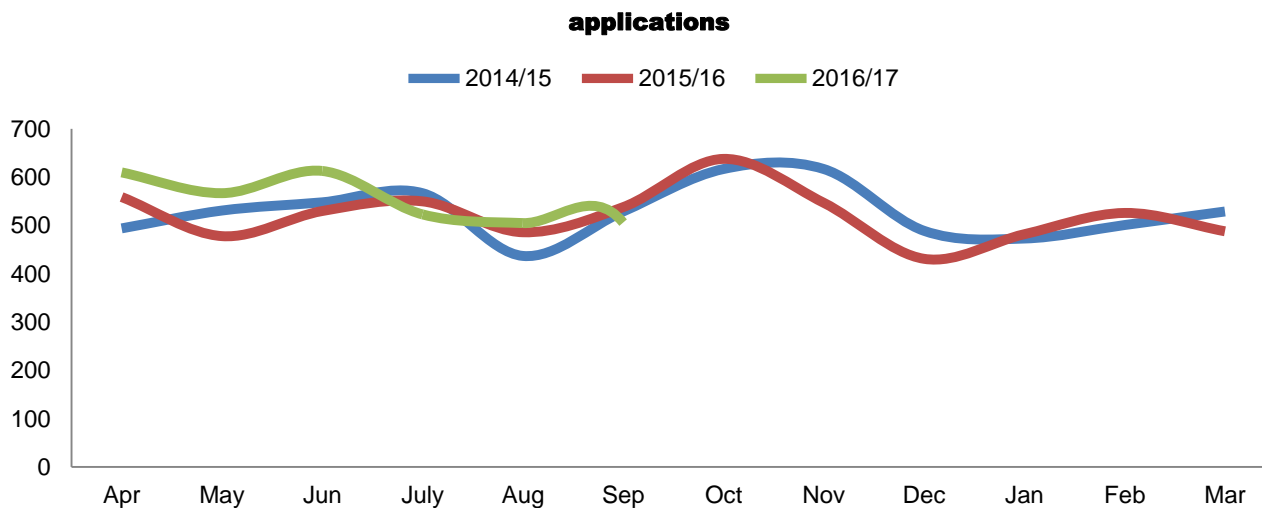
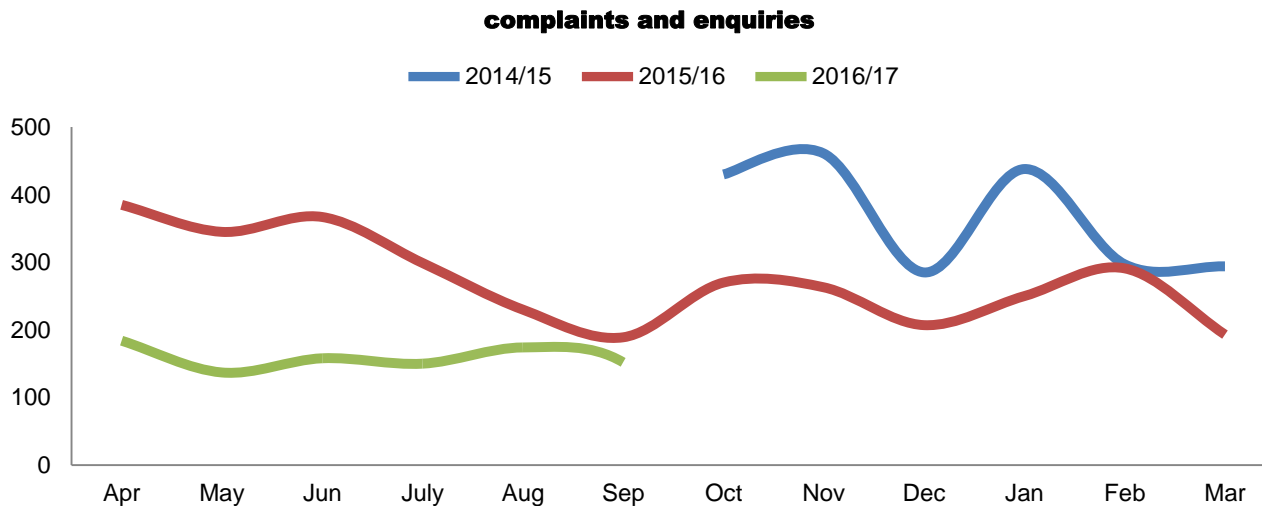
The chart (top right) shows the number complaints and enquiries recorded by WRS over a three year period relating to licensing. The chart (bottom right) shows the number of licensing applications.

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.

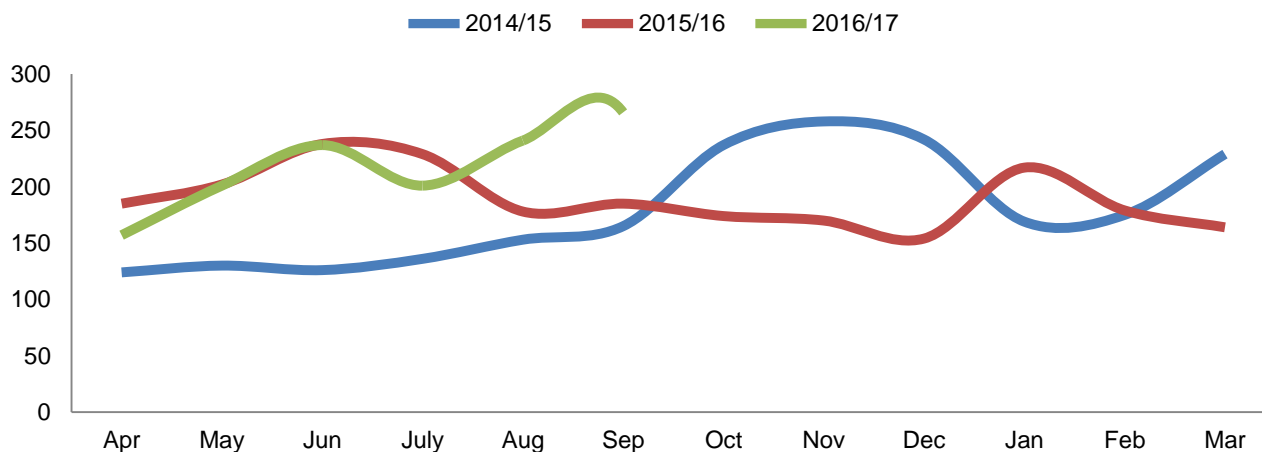


Planning

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

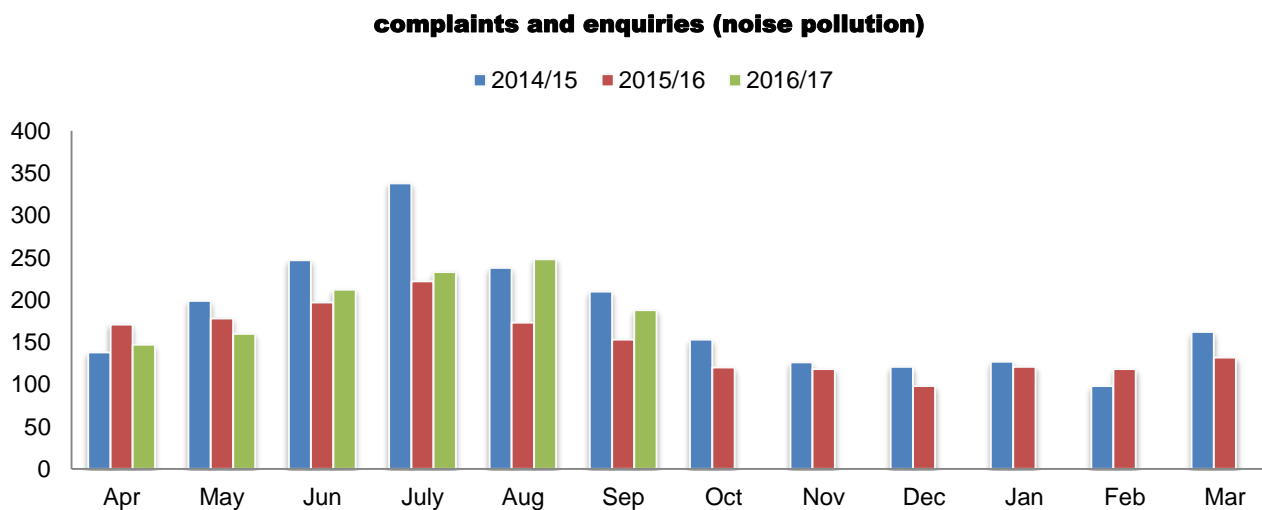
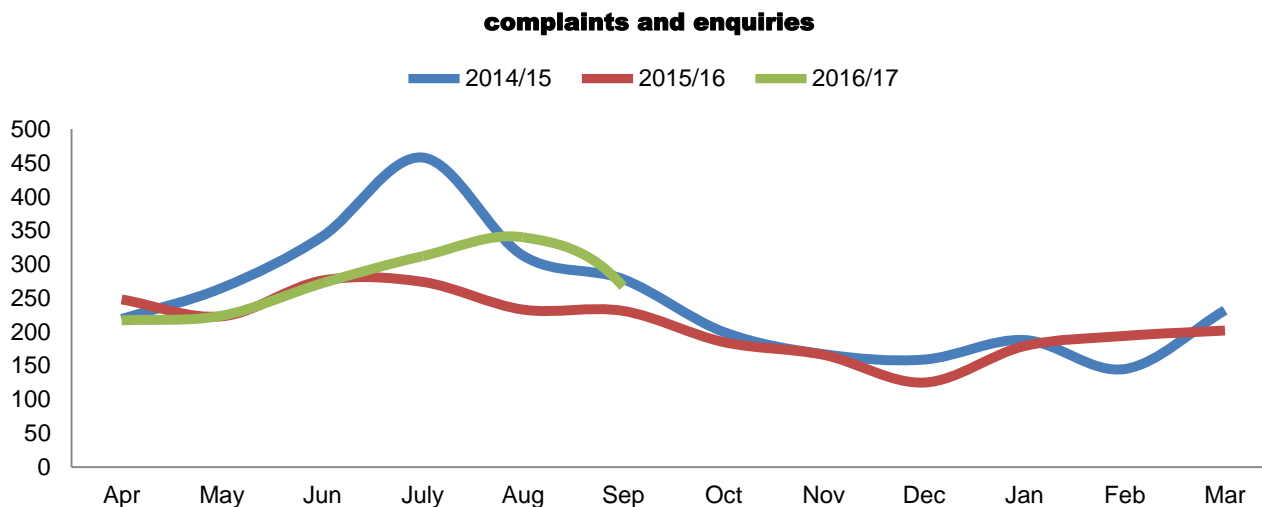
Included in the above data are planning consultations undertaken for Tewkesbury Borough Council, Gloucester City Council, South Gloucestershire Council and for Quarter one work included some being done for Stratford-on-Avon District Council. It is primarily planning application consultations rather than requests to discharge that are received but both types are experiencing a year on year increase in demand. Work with Wyre Forest and Worcester City Planning Managers has helped to reduce inappropriate or wasted consultations to help enable the increase in demand to be met. It is hoped to be able to imbed this approach with Redditch and Bromsgrove over the next six months.

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.

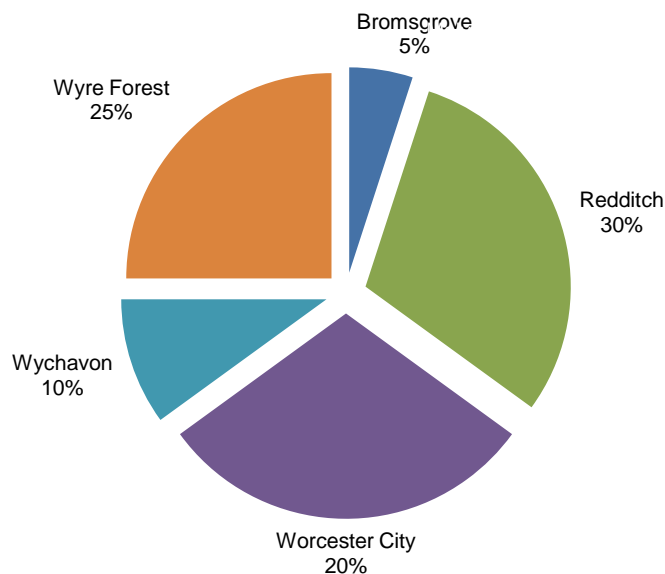
Comments

Complaints and enquiries for the period July to September were significantly up on the previous year. Nuisance complaints have shown the more usual track, creating a summer peak that whilst not exceeding the levels of 2014/15, was extended through September due to the fine weather. The noise figures in the report clearly demonstrate how busy the team was over the summer months.



Noise Pollution

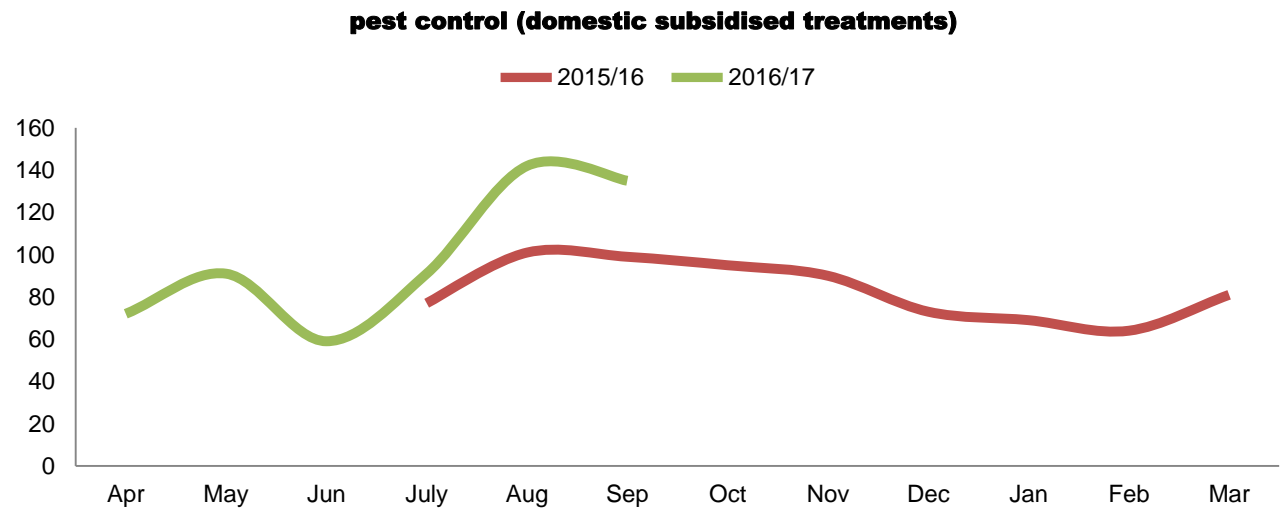
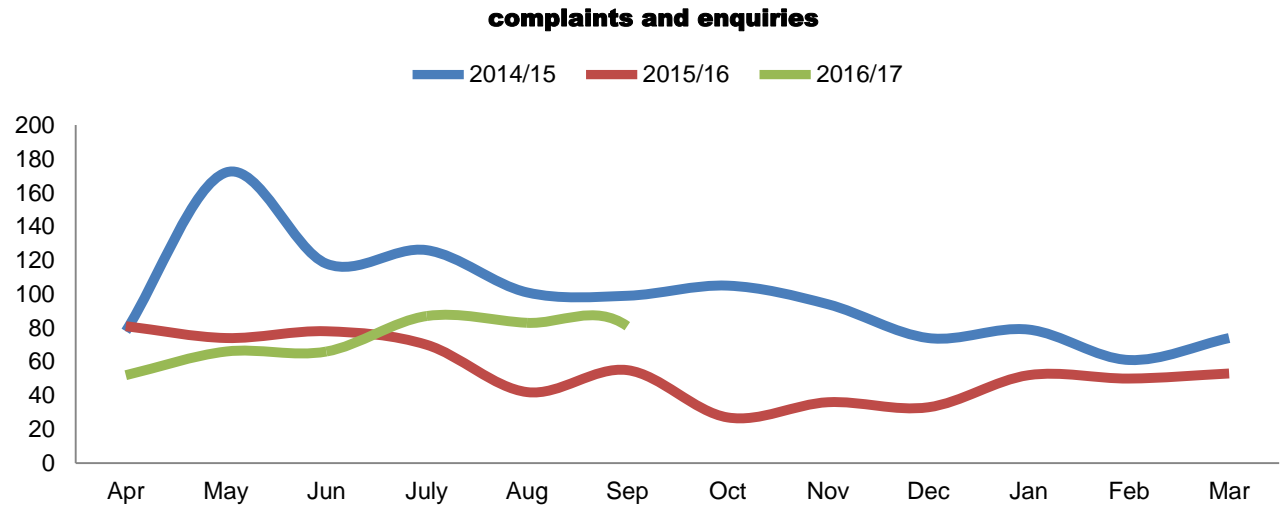
The table (right) shows the top 20 wards within Worcestershire with the highest number of noise pollution cases. Where possible, population and incident rates are also shown however, this data is not available for Bromsgrove and Wyre Forest due to recent boundary changes. The chart (left) shows the top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



Ward	Total	Population	Rate (%)
Cathedral	45	10,372	0.43%
Foley Park And Hoobrook	31		
Batchley And Brockhill	30	8,338	0.36%
Church Hill	28	7,982	0.35%
Blakebrook And Habberley South	26		
Bedwardine	26	7,930	0.33%
Headless Cross And Oakenshaw	23	8,706	0.26%
Broadwaters	21		
Areley Kings And Riverside	21		
Winyates	21	8,409	0.25%
Bewdley And Rock	20		
Matchborough	20	6,171	0.32%
Bengeworth	19	5,589	0.34%
Warndon	18	5,812	0.31%
Saint John	18	8,417	0.21%
Nunnery	18	8,103	0.22%
Greenlands	18	8,984	0.20%
Pershore	17	7,101	0.24%
Arboretum	17	6,171	0.28%
Sidemoor	17		

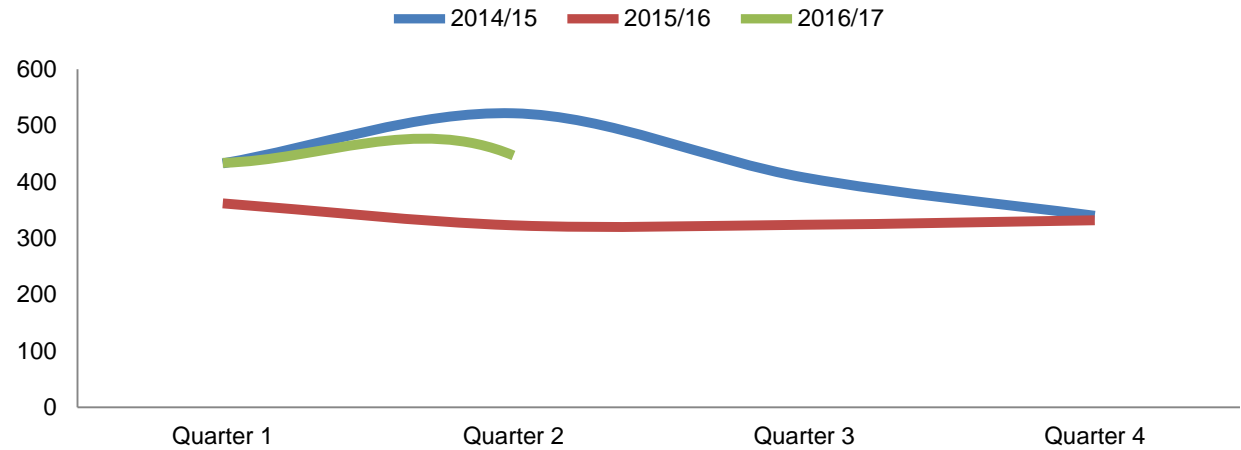
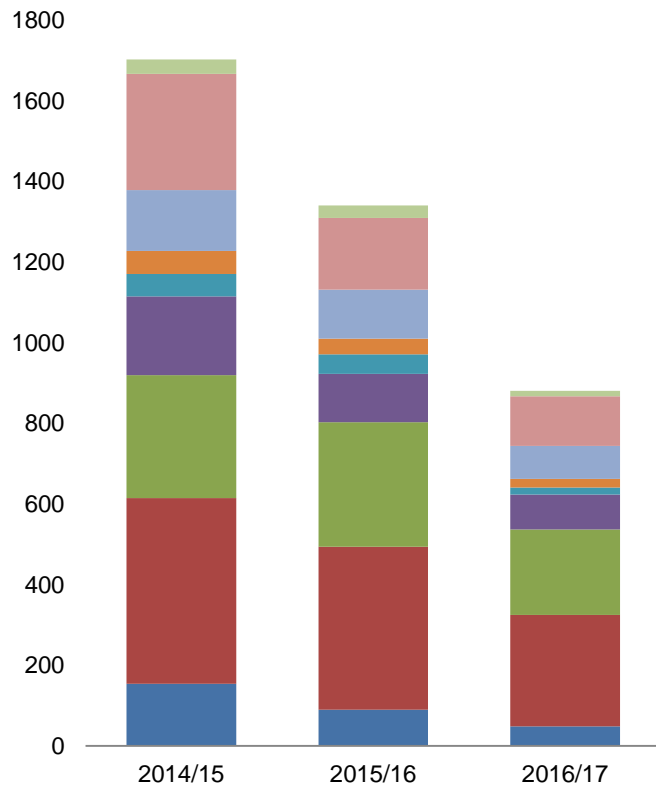
Public Health

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.





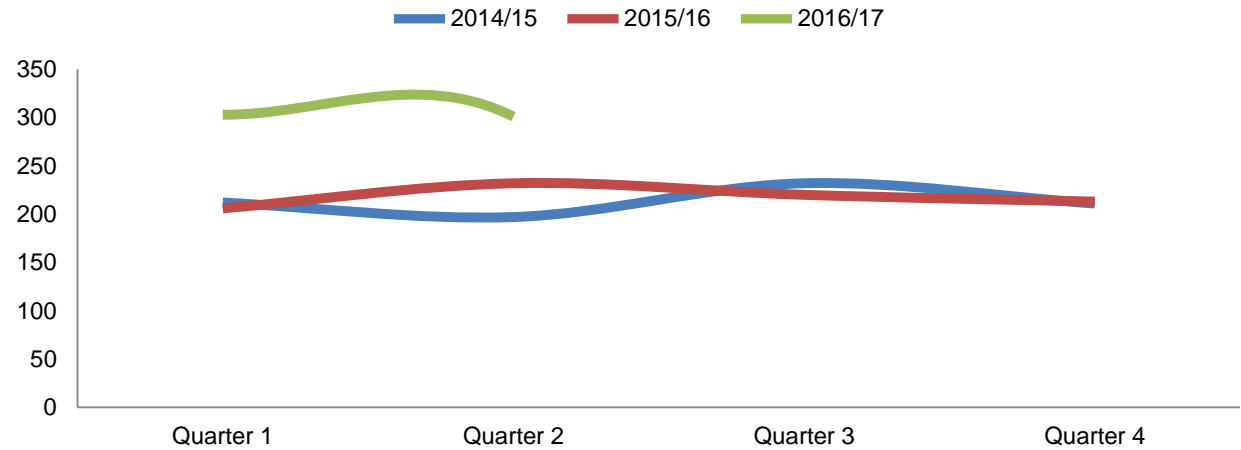
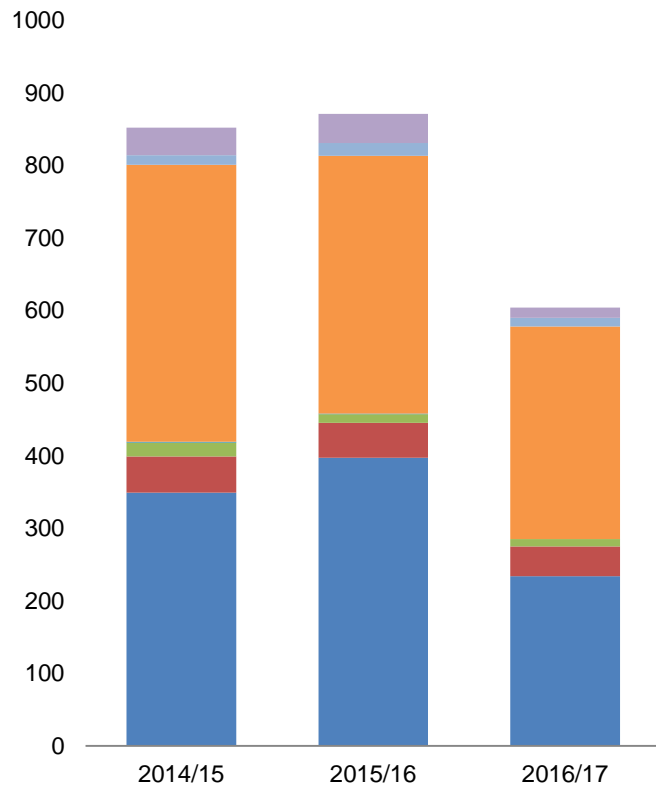
The data on this page relates to **Environmental Health** complaints, enquiries and notifications recorded by WRS where the subject or enquirer was located within the district of **Bromsgrove**.



	2014/15	2015/16	2016/17
Dog Control	36	31	14
Dog Control (number of lost, found or stray dogs)	288	178	123
Food Safety	151	122	82
Health and Safety	57	39	21
Health and Safety (accident reports)	56	48	18
Information Requests	195	120	86
Planning	305	309	212
Pollution	461	404	277
Public Health	154	90	48

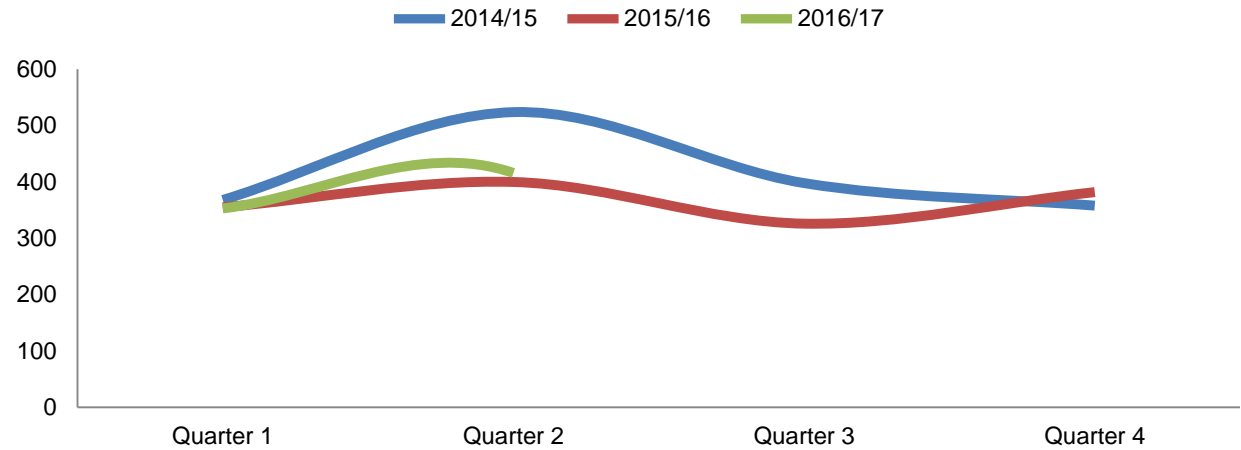
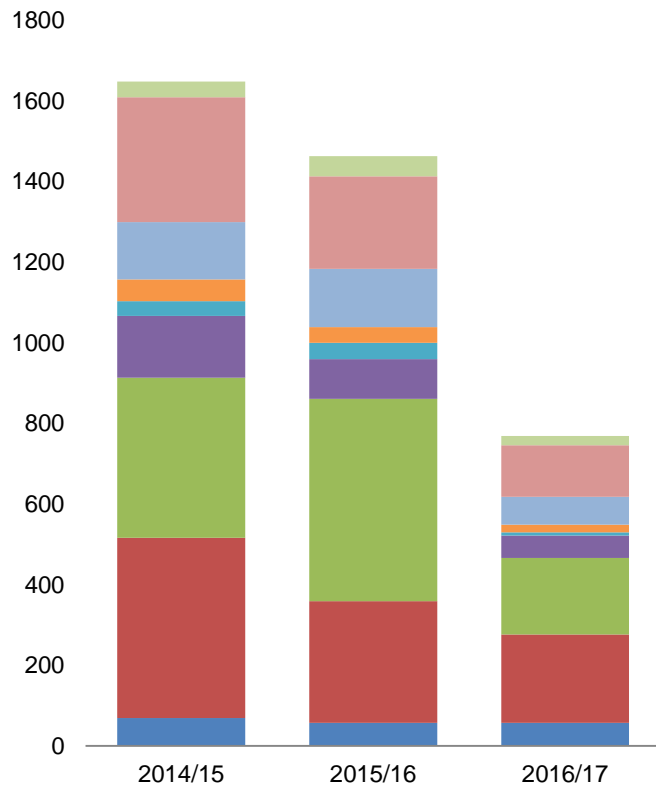


The data on this page relates to **Licensing** complaints, enquiries and applications recorded by WRS where the subject or enquirer was located within the district of **Bromsgrove**.



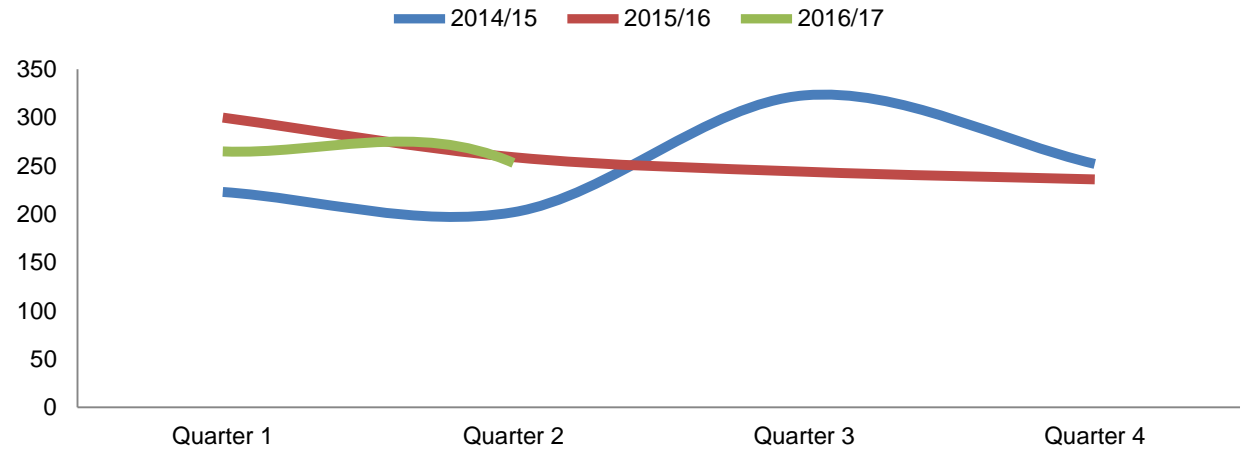
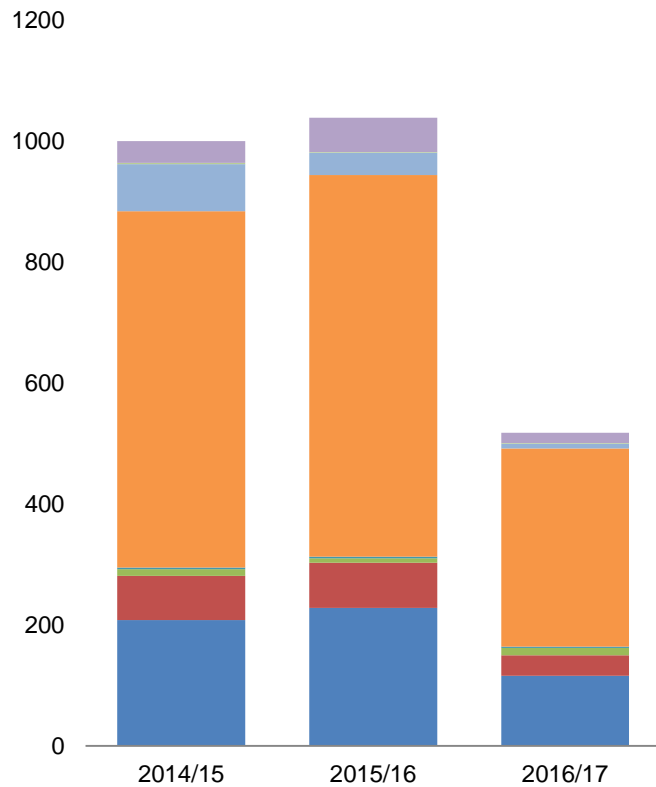
	2014/15	2015/16	2016/17
Animals	38	40	14
Caravan	0	0	0
Gambling	13	18	12
Licensing Act	382	355	293
Scrap Metal (includes collectors and dealers)	1	1	0
Sex Establishments	0	0	0
Skin Piercing	19	12	10
Street (includes amenities, collections and trading)	50	48	41
Taxis	349	397	234

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



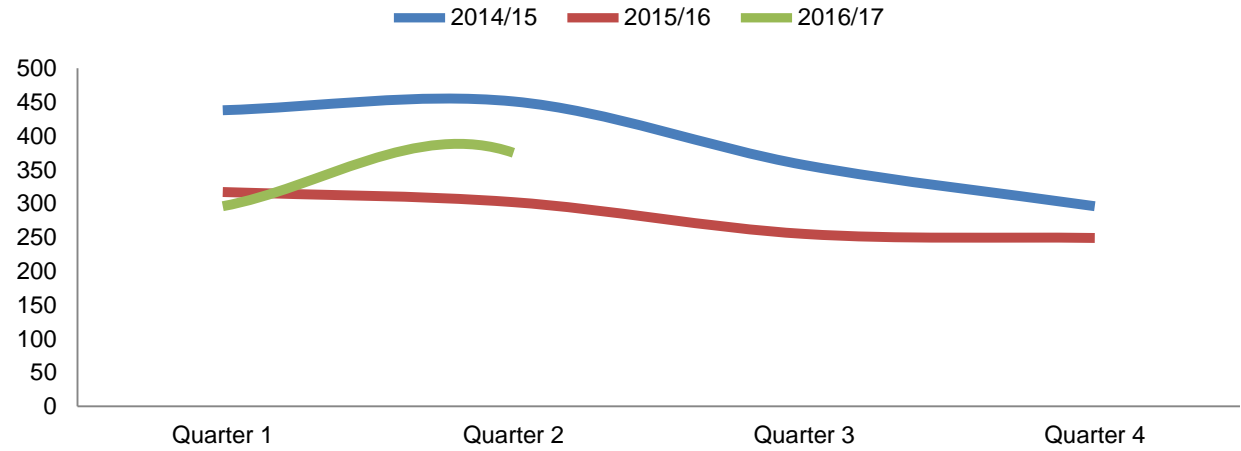
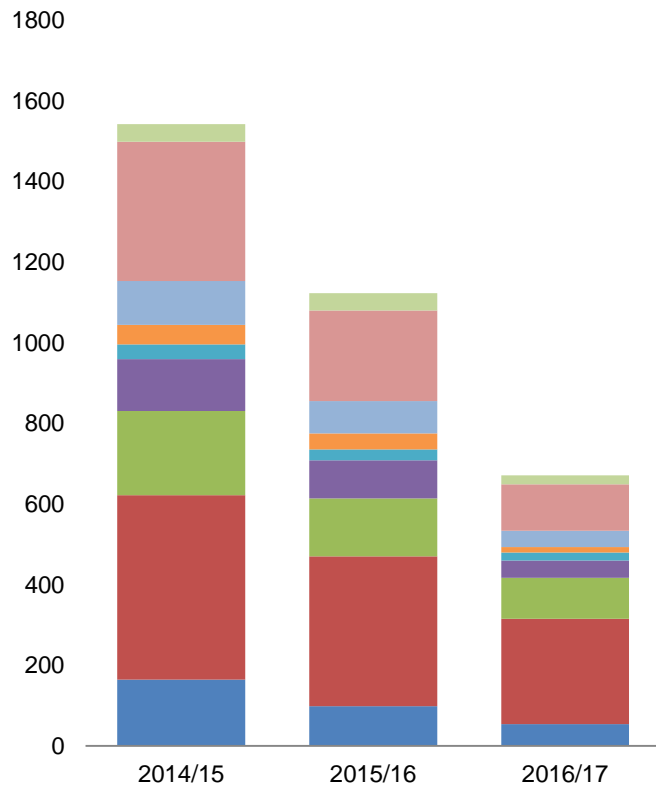
	2014/15	2015/16	2016/17
Dog Control	39	50	23
Dog Control (number of lost, found or stray dogs)	310	230	128
Food Safety	142	144	69
Health and Safety	54	39	19
Health and Safety (accident reports)	36	41	8
Information Requests	154	98	56
Planning	397	502	190
Pollution	447	302	219
Public Health	69	57	57

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**.



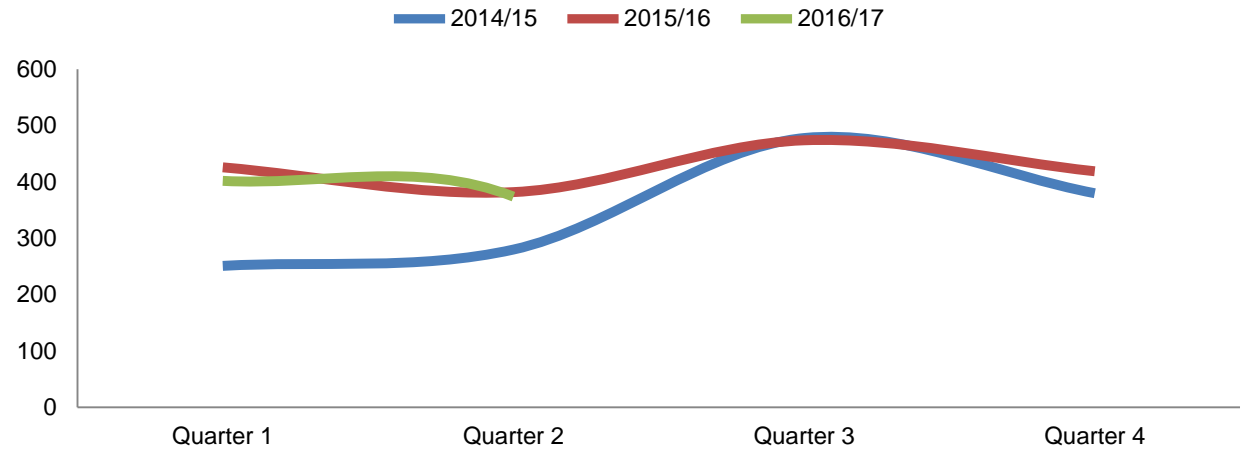
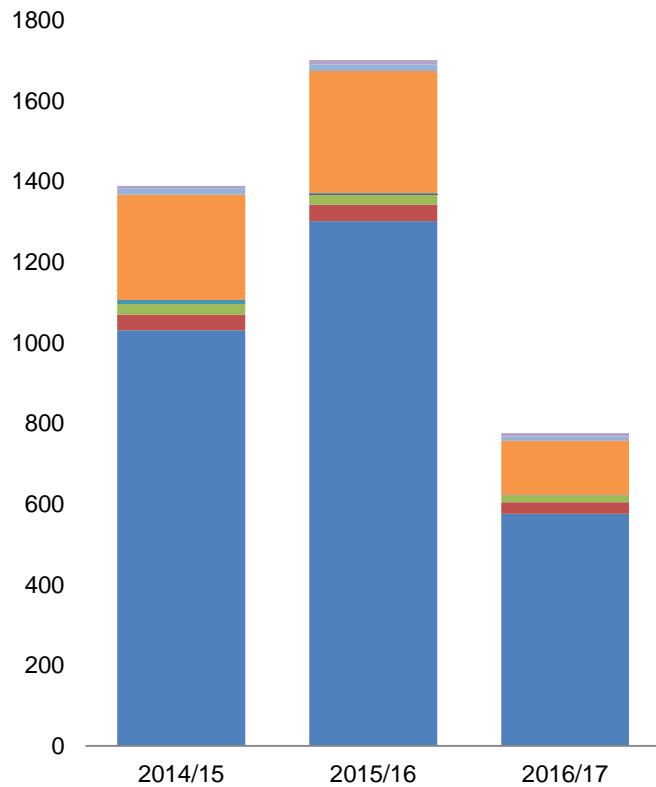
	2014/15	2015/16	2016/17
Animals	36	57	17
Caravan	2	1	1
Gambling	78	37	8
Licensing Act	589	631	328
Scrap Metal (includes collectors and dealers)	3	3	2
Sex Establishments	0	0	0
Skin Piercing	11	7	12
Street (includes amenities, collections and trading)	73	75	34
Taxis	208	228	116

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**.



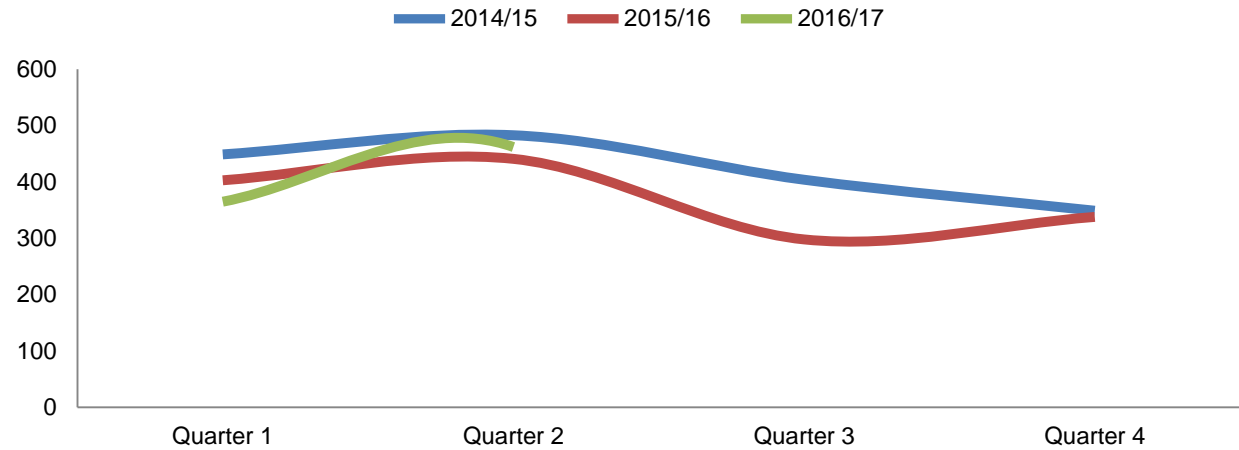
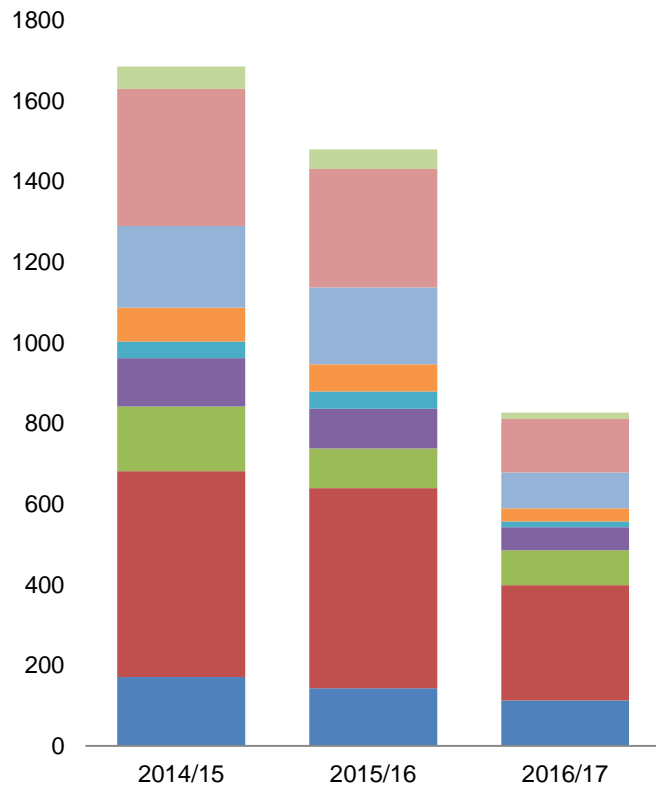
	2014/15	2015/16	2016/17
Dog Control	43	43	22
Dog Control (number of lost, found or stray dogs)	346	225	115
Food Safety	109	80	41
Health and Safety	48	40	13
Health and Safety (accident reports)	37	27	20
Information Requests	128	94	43
Planning	209	144	102
Pollution	458	372	261
Public Health	164	98	54

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**.



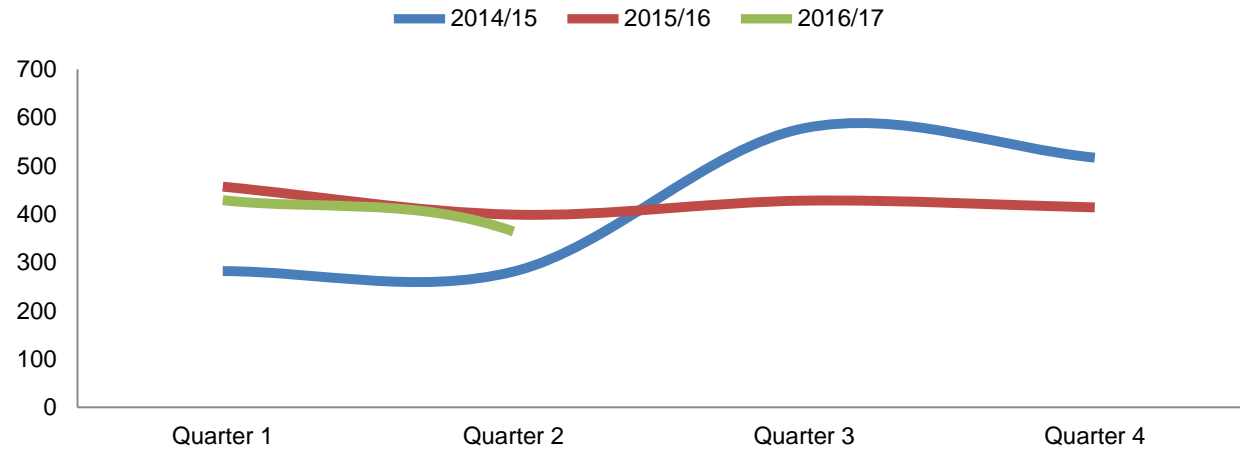
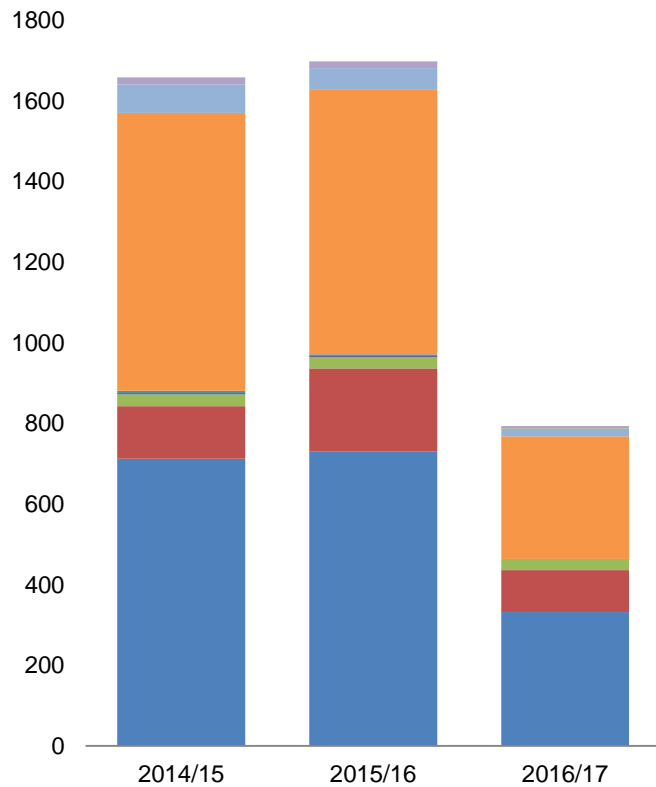
	2014/15	2015/16	2016/17
Animals	7	11	9
Caravan	0	0	0
Gambling	14	16	10
Licensing Act	262	302	135
Scrap Metal (includes collectors and dealers)	10	3	2
Sex Establishments	0	1	0
Skin Piercing	26	26	16
Street (includes amenities, collections and trading)	39	40	28
Taxis	1,031	1,302	576

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**.



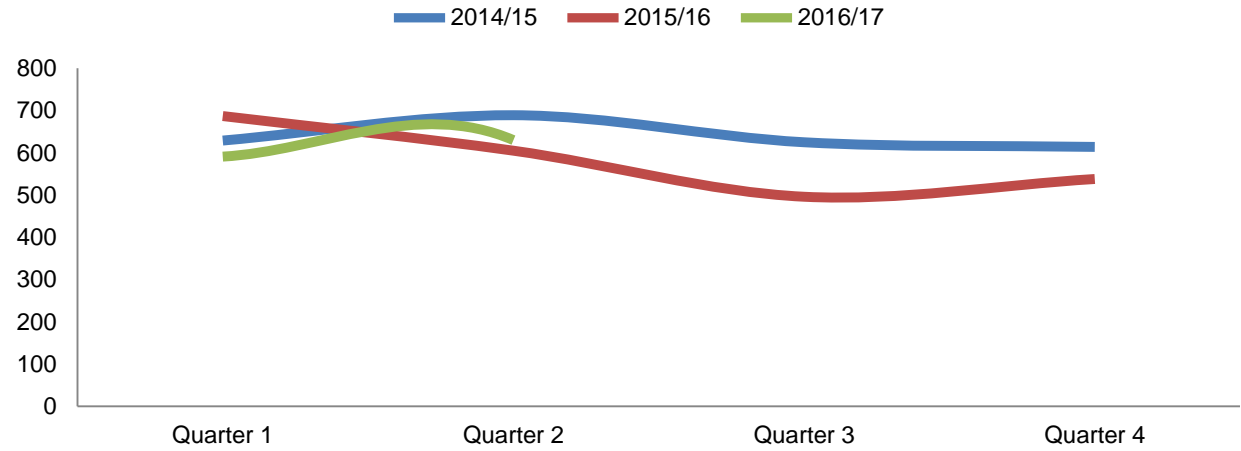
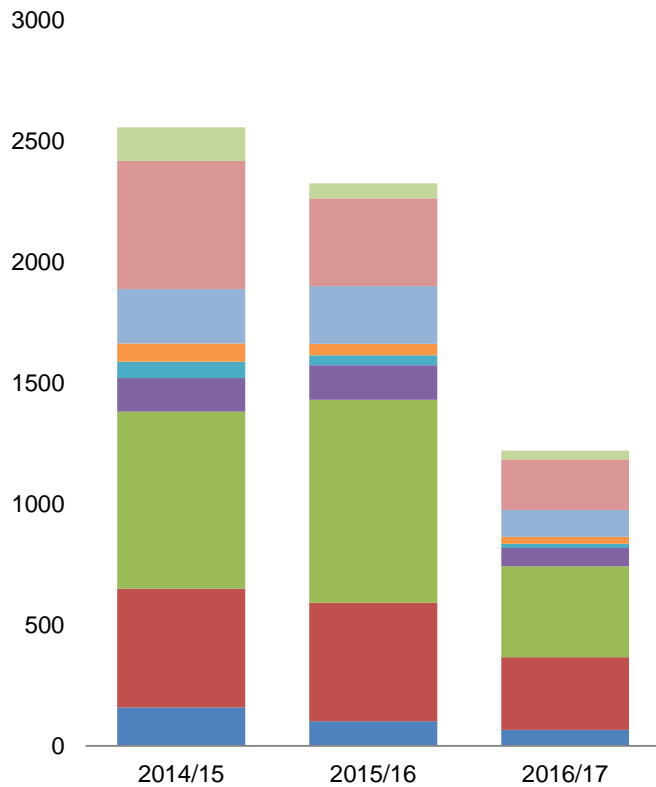
	2014/15	2015/16	2016/17
Dog Control	55	49	16
Dog Control (number of lost, found or stray dogs)	340	294	133
Food Safety	203	190	89
Health and Safety	84	68	32
Health and Safety (accident reports)	41	43	15
Information Requests	120	98	57
Planning	161	99	86
Pollution	510	496	286
Public Health	171	143	113

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**.



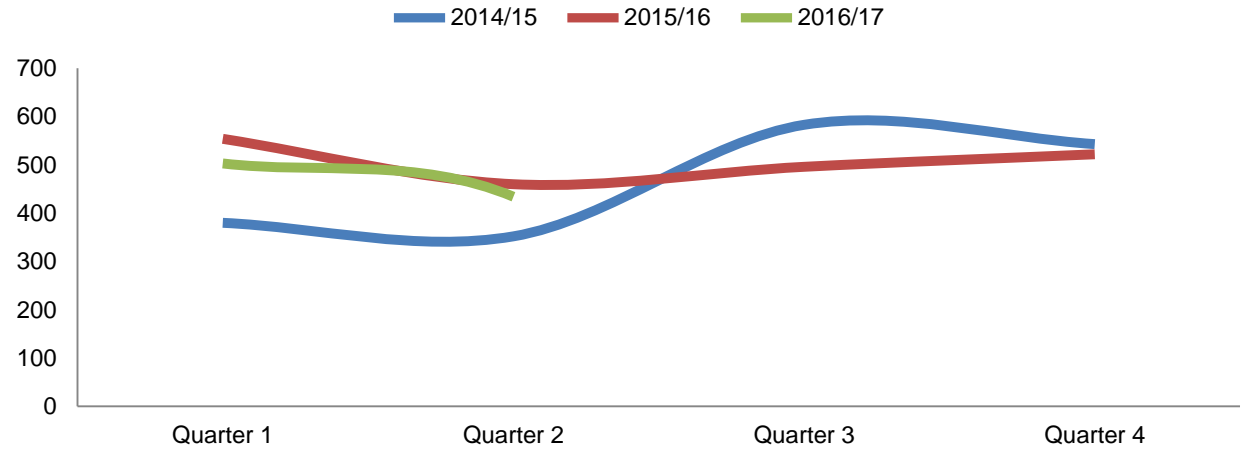
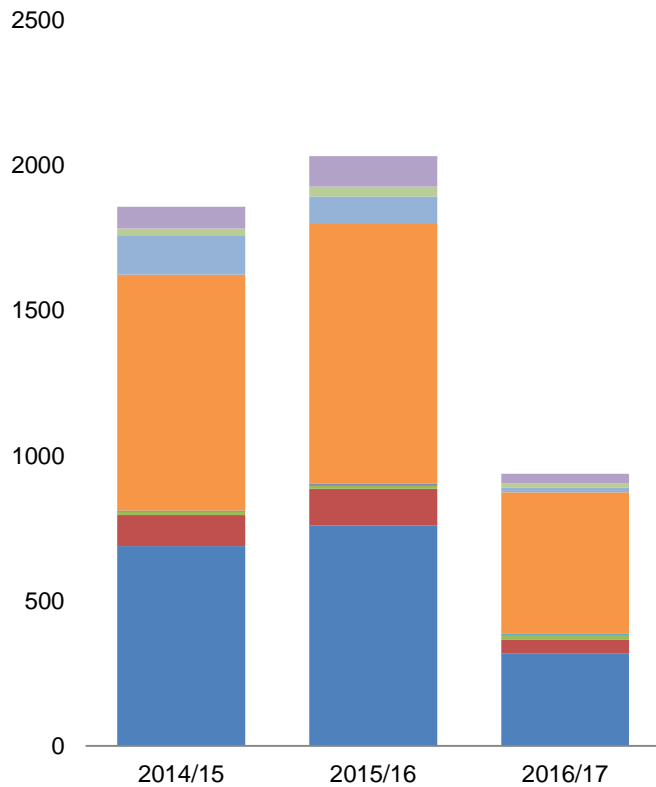
	2014/15	2015/16	2016/17
Animals	17	17	5
Caravan	0	0	1
Gambling	71	54	19
Licensing Act	689	656	304
Scrap Metal (includes collectors and dealers)	6	4	1
Sex Establishments	3	3	1
Skin Piercing	29	28	26
Street (includes amenities, collections and trading)	131	206	104
Taxis	712	730	332

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**.



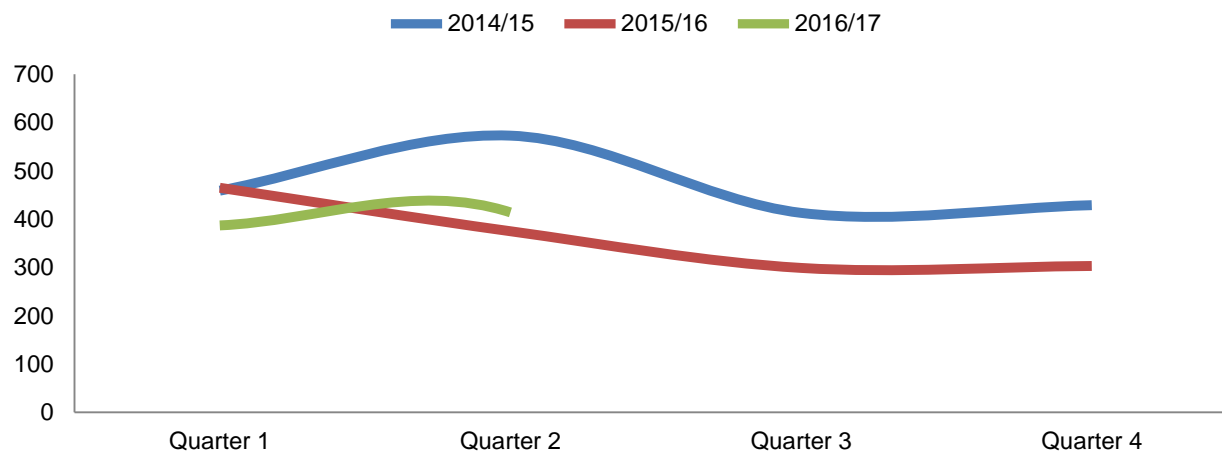
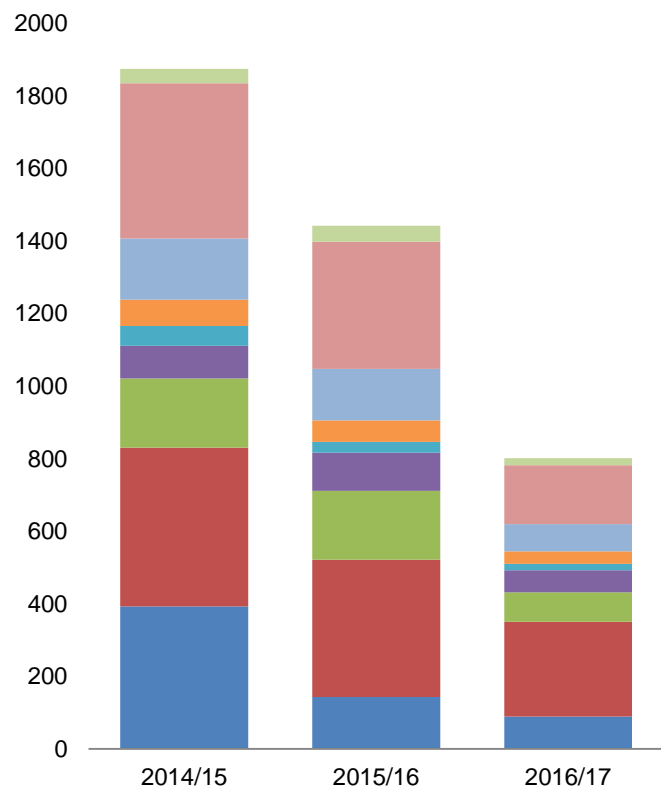
	2014/15	2015/16	2016/17
Dog Control	139	63	37
Dog Control (number of lost, found or stray dogs)	529	362	208
Food Safety	225	238	112
Health and Safety	76	48	29
Health and Safety (accident reports)	67	41	17
Information Requests	139	143	75
Planning	732	840	377
Pollution	491	489	300
Public Health	159	102	66

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**.



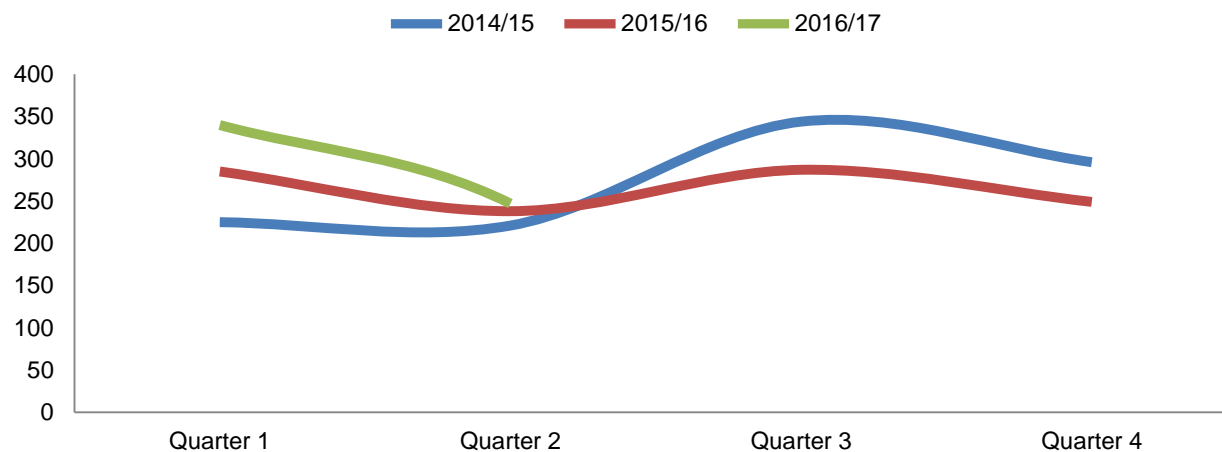
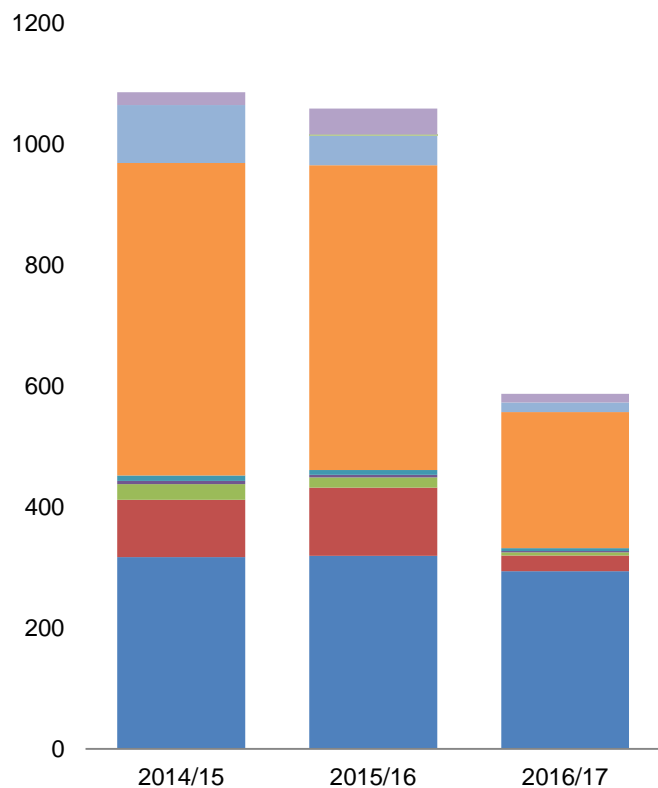
	2014/15	2015/16	2016/17
Animals	75	105	34
Caravan	24	34	15
Gambling	135	92	16
Licensing Act	813	898	486
Scrap Metal (includes collectors and dealers)	1	2	4
Sex Establishments	3	4	0
Skin Piercing	12	11	18
Street (includes amenities, collections and trading)	107	126	47
Taxis	688	760	318

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	19
Dog Control (number of lost, found or stray dogs)	428	351	163
Food Safety	169	142	75
Health and Safety	72	59	34
Health and Safety (accident reports)	55	30	18
Information Requests	90	105	61
Planning	191	190	81
Pollution	437	378	261
Public Health	393	143	89

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	14
Caravan	0	2	0
Gambling	96	49	16
Licensing Act	517	504	225
Scrap Metal (includes collectors and dealers)	9	8	5
Sex Establishments	5	4	2
Skin Piercing	26	17	5
Street (includes amenities, collections and trading)	95	113	26
Taxis	317	319	294