

WRS Board: 16th February 2017

Activity and Performance Data Quarter 3

Recommendation

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

Background

This report covers the third quarter of 2016/17.

The detail of the report focuses on Q3 but the presentation of the data allows comparison with previous quarters and previous years.

Contribution to Priorities

Previously, Joint Committee members have asked the service to provide data on activity levels to help reassure local members that WRS continues to tackle issues broadly across the county. This has been continued since the move to WRS Board on 1st April 2016.

Report

Activity Data

As usual licensing and environmental health nuisances continue to provide greatest demand, which is understandable given their direct impact on the public.

In the data report itself the Team Manager has provided a detailed outline of work done by the Community Environmental Health teams. The number of service requests in respect of food safety and hygiene for the third quarter showed a spike, exceeding the peak of 2014/15. Because of this, the continuation of relatively high levels of nuisance work into October and November and the high number of complex legal cases under investigation (including two food premises closures), food inspections are down on the same quarter last year. We told members at the last meeting that we would look to make up the volume of inspection work in the second half of the year and we still intend to do this but we will have to bring in some capacity in the form of agency staff to achieve it. This is affordable due to our on-going income generation activity and will not require additional funding from partners. Our ability to respond to this situation highlights both the limit of our own capacity but also how flexible the income generation strategy has made our ability to respond.

As we explained to members at the last meeting, interest from business in



Primary Authority agreements continues to grow and more businesses have signed up to the Healthy Eating award, which again is a paid for business support process.

As was mentioned above, the good Autumn weather caused nuisance complaints to remain at higher than usual levels through October and November. Hence the need (as mentioned above) to bring in resource to complete the proactive work programme. The figures for noise complaints by Ward reflect the historic pattern with Worcester City, Redditch and Wyre Forest sharing the majority of wards in the top 20.

As members will see, the number of planning consultations fell off during quarter 3 following the spike over the summer. This has allowed the Technical Services team some capacity to tackle other aspects of work like Air Quality Strategy documents. They have continued to service high levels of demand from clients outside of Worcestershire and, for the second year, commenced their annual inspection programme for Gloucester City on Permitted Processes.

The report continues to show the falling trend in dog control issues across Worcestershire and we explained that this has been achieved by taking action to re-home persistent strays and working with owners to achieve better control, alongside communities and individuals setting up their own ways of identifying strays and getting them back to their owners. This continues to allow us to offer dog warden services more widely and we continue to bid for out of county work with our kennelling partners. Interestingly, in one of our other client authority areas, where residents are not used to having to pay to get their stray dogs back, numbers remain proportionately higher than numbers here. It may take some time for this Council's residents to get the message that letting your dog stray will hit you in the pocket!

Although there was a small spike in Licensing applications in November, overall numbers remained in line with previous years. The last report explained that the apparent large drop in numbers of licensing service requests for the first quarter compared with Q1 2015/16 was an artefact, created by changes to how we record some of our information. The steady level of requests in Q2 suggested we were better at recording the work now, which would be backed up by seeing an increase in Q3. This did indeed occur so we are now much happier about the accuracy of our licensing demand data.

As always, information on each district is provided. Members are reminded that the current year data is only to the end of Q3. Data from the previous two years is the full year data.

Further, as income generation through working for other local authorities has become a key part of what we deliver, we thought members might be interested in the data for some of our client authorities outside of the partnership. At the rear of the report, as well as the detail splits for each Worcestershire District Council, we have included a summary of the work we undertake for four other non-Worcestershire Councils. The four shown are those that we undertake the most work for and for whom we can present data over several years. Obviously the information is more limited as we deliver fewer of their functions but members will see that the volumes

reflect a significant contribution to the work of these authorities by our staff.

Performance

Third quarter performance reporting is more limited than in Q2 with only an update on a small number of the indicators.

Customer satisfaction was recorded at 80%, which is slightly below last year's outrun and slightly above the Q3 figure in 2015/16. For business satisfaction we are slightly down on the outrun at 96.7% but this remains good. The proportion of people who feel better equipped to deal with problems for themselves in future is in line with previous performance at 75.6%.

Staff sickness is higher than in previous years at 4.74 days per FTE for the first two quarters. A large contributing factor to this has been a number of severe viral infections that have hit everyone during November and December. We also continued to have one person on long term sick during this period.

Numbers of complaints against the service remain low but did increase with 7 in the third quarter taking the total to 17; however they remain significantly exceeded by 28 compliments taking that total to 73.

I also include below a couple of news releases from the quarter which will be of interest. All WRS news releases are available on the website.

Items of interest

Wyre Forest House wins Gold!

Council cafe operator Midshire Catering Services has been awarded Gold standard in the Healthier Choices Food Award scheme run by Worcestershire Regulatory Services.

The café is located at Wyre Forest House, the home of Wyre Forest District Council in Finepoint Way, Kidderminster and is open to the public between 8am and 3.30pm Monday to Friday.

Bill Twigg, founder and director at Midshire Services said: "We are very pleased to have won the Healthier Choices Food Award in association with Wyre Forest District Council.

"We have been working closely on our catering service at Wyre Forest District Council for four years. It is important for us to support our customers in their efforts to lead a healthier lifestyle by offering a range of healthy and delicious options.

"We are especially pleased to have won the gold award due to our commitment to local suppliers which we will continue to develop going



forward.”

Costly mouse infestation for Redditch business

Three directors faced fines totalling £3,349.69 after a mouse infestation was discovered at the Redditch store they owned. They appeared at Redditch Magistrates following a visit to their shop, Pol Market, in Beoley Road West, from a Food Hygiene Officer from Worcestershire Regulatory Services in September 2015.

The officer noticed numerous mouse droppings present throughout the shop especially in the area surrounding the display fridge, the delicatessen service area and the storerooms. A detailed examination of the shop confirmed a clear mouse infestation and officers saw fresh droppings on the floor area throughout the premises including the delicatessen area containing open high risk foods such as cooked meats.

Officers formed the opinion that the extent of the mouse infestation required service of a Hygiene Emergency Prohibition Notice which closed the store until they had eliminated the risk to public health. The shop reopened in October after being given the all clear.

The three directors of Cell PI Ltd pleaded guilty to failing to have in place adequate procedures to control pests and failing to ensure that during all stages of production, processing and distribution, food was protected against any contamination likely to render the food unfit for human consumption.

For the first offence Magistrates fined Cell PI Ltd £950, victim surcharge £95 and costs £436.17 totalling £1,481.17

Mr Radoslaw Jacek Froncz, aged 36, was fined £150, victim surcharge of £20 and costs of £436.17 – totalling £606.17

Mr Grzegorz Antoni Jez, aged 34, was fined £150, a victim surcharge of £20 and costs of £436.17 – totalling £606.17

Mr Krzysztof Lisowski, aged 36, was fined £200, a victim surcharge of £20 and costs of £436.17 – totalling £656.17.

Contact Points

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Background Papers

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



Appendix B: Performance Indicator Table

Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	81.3%	80.4%	80%	
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	92.6%	96.8%	96.7%	
3. % businesses broadly compliant at first assessment/ inspection	Annually	NA	NA	NA	
4. % of food businesses scoring 0,1 or 2 at 1 st April each year	Annually	NA	NA	NA	
5. % of applicants for driver licenses rejected as not fit and proper Number of applicants refused, by district, and percentage those drivers represent of the total driver numbers in the County	6-monthly	NA	6 people (1617 drivers countywide) therefore 0.371%	NA	
6. % of vehicles found to be defective whilst in service Number of vehicles found to be defective by	6-monthly	NA	7 vehicles (1362 vehicles countywide) therefore 0.502%	NA	

district and the percentage this represents of the fleet county-wide					
7. % of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	81.4%	76.9%	75.6%	
8. Review of register of complaints/compliments	Quarterly	3/18	10/26	17/73	
9. Annual staff sickness absence at public sector average or better	Quarterly	1.74 days per FTE	2.77 days per FTE	4.74 days per FTE	
10. % of staff who enjoy working for WRS	Annually	NA	NA	NA	
11. % of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	NA	Bromsgrove 4.3% Malvern Hills 2.7% Redditch 3.1% Worcester City 3.1% Wychavon 3.3% Wyre Forest 5.7% Worcestershire 3.7%	NA	
12. Rate of noise complaint per 1000 head of population	6-monthly	NA	District Rate Bromsgrove 1.94 Malvern Hills 1.75 Redditch 2.56 Worcester City 2.33 Wychavon 1.69 Wyre Forest 2.08 Worcestershire 2.06	NA	
13. Total income expressed	6-monthly	NA	4.5%	NA	Note: £135,986 as a % of £3,025,000



as a % of district base revenue budget (16/17)					
14. Cost of regulatory services per head of population (Calculation will offset income against revenue budget)	Annually	NA	NA	NA	