

Worcestershire Regulatory Services Board

22nd June 2017

Activity and Performance Data Quarters 1, 2 3 and 4

Recommendation

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

Background

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

Contribution to Priorities

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

Report

Activity Data

Following the spike in food safety and hygiene complaints in the third quarter, numbers remained high in Quarter 4 exceeding the numbers in previous years. A problem profile of this area has been commissioned from the Intelligence team for Q1 in 2017/18 so we can better understand this development

We advised members at the last meeting that we would look to make up the volume of food inspection work in the final quarter of the year and succeeded in doing this with some 600 inspections being carried out in Quarter 4. This brings the total interventions to 1,456 across the County for the year. A high proportion (98.2%.) of premises in all districts are broadly compliant, indicating that the vast majority of food businesses are well run.

The number of health and safety complaints and enquiries rose in the fourth quarter such that demand exceeded previous years through February and March. Health and safety activity continues to be intelligence led and the high level of enforcement activity continues, with several prosecutions pending including two fatalities.

The number of accident reports increased from Quarter three but overall has remained slightly lower than the previous two years.

The mild winter and continuing good weather caused nuisance complaints to remain at higher than usual levels through the latter part of the year, with noise figures exceeding those for 2015/16. The percentage of cases relating to smoke nuisance has also increased year on year, and significant resources were invested in the investigation of alleged nuisance from biomass boilers during March.

As well as providing responses to requests for the six Worcestershire Districts where we undertake contract work, such as contaminated land for Gloucester City, we also respond to Environmental Information Requests. The majority received for this quarter were FOI & DPA requests making up 62% of the requests received. For Quarters 1 & 2 it was EIR requests that made up the majority at 71% and 64%, suggesting that the Christmas period caused a decline in EIR requests. This would make sense with a slow down in the property conveyance market at this time of year which is the principal driver for EIRs being requested.

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

Recognising the downward trend, WRS has pursued options to expand the service we provide in alternative ways. Utilising our kennelling providers, WRS is able to provide kennelling, administration, welfare work and rehoming to other public authorities. One such contract commenced in January 2017. In February we were successfully appointed to continue as the provider of the dog warden service for Cheltenham, Gloucester City and Tewkesbury Councils for an additional three years.

Included in the planning data are planning consultations undertaken for Tewkesbury Borough Council, Gloucester City Council, South Gloucestershire Council and for Quarter one and four, the 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 although for the last two quarters there has been a reduction compared with 2014/15 figures. 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.

In the Contaminated Land regime, this quarter marked the end of the Defra Capital Grant scheme to support site investigation and remediation of land affected by contamination. WRS on behalf of Redditch Borough Council have been particularly fortunate to benefit from that funding in the past for site investigation for two sites and remediation of one of those. Proactive review of such sites will not be possible beyond desk studies without support from the Partner Authorities in funding site investigation and

potentially remediation. WRS will continue to push for remediation through the planning regime where possible and appropriate. In an attempt to reduce potential delays in resolving contamination issues on development sites, The Land Forum have developed and launched (9th January 2017) a National Quality Mark Scheme – for Land Contamination. The aim is to improve the quality of contamination reports with ‘Suitably Qualified Persons’ identified who can sign off reports for submission to Planners and provide a guarantee that the findings are accurate and appropriate.

In respect of air quality, the Source Apportionment report for the St John’s Air Quality Management Area (AQMA) has been completed following months of analysis and consideration for the factors influencing the quality of the air in that location. In addition, considerable work has been undertaken on a Detailed Assessment of the air quality in Wychbold following identification of consistently elevated levels of Nitrogen Dioxide. The results are currently being peer reviewed and WRS hope to be able to publish the report soon.

The licensing statistics show that applications under the Licensing Act and Hackney Carriage and Private Hire taxi legislation have remained fairly consistent across all four quarters during 2016/17 and in line with previous years. Complaints and enquiries however have shown an upward trend in Quarter four.

Performance

Full details of the end of year performance are included in the annual report. For completeness, they are also included with this activity data. Members are reminded that indicators reported either quarterly or six monthly are cumulative across the year so the out-turn figure is a cumulative one.

Customer satisfaction figures at the end of Q4 are 78.9% which is slightly up on the overall satisfaction of 78.2% last year.

Business satisfaction ended at 97.1%, again on a par with last year and 73.8% of customers feel better equipped to deal with problems after speaking with us which is marginally down on last year.

The cumulative number of sick days per staff member is 5.95 days per FTE which, whilst exceeding last year’s 2.3 days per FTE, is a consequence of some long-term illness within the team.

In respect of income generation, total income was £234,611 which expressed as a % of district base revenue budget (16/17) is at a very healthy 7.8%.

In summary, performance overall has been maintained and is broadly comparable with last year. (See appendix B Table of PIs).

Contact Points

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Background Papers

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

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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%	78.9%
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	92.6%	96.8%	96.7%	97.1%
3. % businesses broadly compliant at first assessment/ inspection	Annually	NA	NA	NA	Bromsgrove 99.1% Malvern Hills 97.7% Redditch 97.6% Worcester City 98.6% Wychavon 98.0% Wyre Forest 98.1% Worcestershire 98.2%
4. % of food businesses scoring 0,1 or 2 at 1 st April each year	Annually	NA	NA	NA	Bromsgrove 0.9% Malvern Hills 2.3% Redditch 2.4% Worcester City 1.4% Wychavon 2.0% Wyre Forest 1.9% Worcestershire 1.8%
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	15 = 0.91% BDC 0 0.00% MHDC 2 0.54% RBC 2 0.42% WC 9 2.48% WDC 0 0.00% WFDC 2 0.87%
6. % of vehicles found to be defective whilst in	6-monthly	NA	7 vehicles (1362 vehicles countywide) therefore 0.502%	NA	34 vehicles = 2.42% based on 1362 vehicles countywide

service Number of vehicles found to be defective by district and the percentage this represents of the fleet county-wide						BDC 4 2.53% MHDC 0 0.00% RBC 12 2.80% WC 15 4.71% WDC 0 0.00% WFDC 3 2.01%
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%	73.8%	
8. Review of register of complaints/compliments NB: See breakdown tables	Quarterly	3/18	10/26	17/73	19 complaints 92 compliments	
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	5.95 days per FTE	
10. % of staff who enjoy working for WRS	Annually	NA	NA	NA	80%	
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	Bromsgrove 3.8% Malvern Hills 3.6% Redditch 2.7% Worcester City 5.8% Wychavon 4.0% Wyre Forest 5.8% Worcestershire 4.4%	
12. Rate of noise complaint per 1000 head of population	6-monthly	NA	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	Bromsgrove 3.0 Malvern Hills 3.0 Redditch 4.1 Worcester City 4.2 Wychavon 2.7 Wyre Forest 3.4 Worcestershire 3.4	

13. Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA	4.5% Note: £135,986 as a % of £3,025,000	NA	7.8% Note: £234611 as a % of £3.025M This excludes WCC exit payment and income from initial delivery of their contract till June
14. Cost of regulatory services per head of population (Calculation will offset income against revenue budget)	Annually	NA	NA	NA	Based on outrun cost of £2.986M against mid-2012 population estimate of 569,000 the service cost is: £5.25 per head