

Worcestershire
Regulatory Services

Supporting and protecting you

Activity Report 2016/17

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



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Wychavon
Wyre Forest

Foreword

Simon Wilkes

Head of Regulatory Services

Welcome to Activity Data for Q4 2016/17, and our final round up of the figures for the year. And what a busy year it has been for all of the team. Our nuisance issues did tail off a little in Q4 and we were able to focus on delivering the Food Programme with some 600 inspections being completed. I think the Community EH team need to be congratulated for this.

At the same time they were working with the Technical Services team on issues to do with biomass boilers being used in various parts of the County and causing issues to local residents. This has been one of the most difficult and time consuming interventions we've had to deal with and it remains on-going.

Central government has taken the view that these heating systems are "green," and they are subsidising their use. However, OFGEM do not check that planning permission has been obtained before granting access to the scheme leaving local government to deal with the issues that arise as residents are unhappy with these boilers appearing on their doorsteps.

Combine this with the fact that few of our environmental laws apply to this type of kit and we struggle to find ways to resolve the issue for local residents. One resident said he could not believe that, in the 21st century, the law allowed this kind of thing to happen. Sadly it will continue to happen when central government does not pay heed to the local impacts of policy decisions.



WRS Headlines (Q1)

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 (Q1)

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'.

WRS Headlines (Q1)

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.

WRS Headlines (Q2)

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 (Q2)

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 (Q2)

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.

WRS Headlines (Q3)

Healthier Choices Food Award scheme

Council cafe operator Midshire Catering Services has been awarded a 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.”

And now we have Subway on board!

The three Worcester branches of quick service restaurant Subway have signed up for a scheme that aims to encourage cafes and takeaways across the county to serve healthier options.

Councillor Lynn Denham, City Council Cabinet member for Sustainable communities, said: “Offering a range of menu choices including healthier food options is good for customers and good for businesses. A restaurant with the Healthier Choices Food Award can attract more customers by making it easier for people to choose healthier lifestyles. Subway is the first national group to sign up to this important scheme, so I want to welcome them on board and hope they will inspire many other city food outlets to follow their example.”



WRS Headlines (Q3)

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 on 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 all stages of production, processing and distribution, that 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.

Redditch Restaurant Closed

On 5 October Officers observed an active mouse infestation at Cerrone's, a food premises in Oxleasow Road, Redditch. Under the Food Safety and Hygiene (England) Regulations 2013, Environmental Health Practitioners were satisfied that the Health Risk Condition was fulfilled and served a Hygiene Emergency Prohibition Notice (HEPN) on the Food Business Operator. The effect of this HEPN is to close the food business. The closure was subsequently confirmed by Kidderminster Magistrates.

WRS Headlines (Q3)

Kidderminster Restaurant Closed

WRS Officers uncovered a heavy cockroach infestation during an inspection of Paradise Balti, Lower Mill Street, Kidderminster at the end of September. They formed the opinion that the extent of the infestation required the service of a Hygiene Emergency Prohibition Notice which closed the store until the risk to public health was removed. Magistrates subsequently confirmed the closure.

Planning with Wyre Forest

Technical advice and support is being given to Wyre Forest Planning Officers in the consideration of an Outline planning application for up to 195 residential dwellings on the outskirts of Bewdley. There are potentially significant impacts on air quality from this proposal and WRS are providing the technical expertise to scrutinise the proposals and ensure the evidence presented is accurate and appropriately considered.

In other news...

This is not the normal headline you would expect from a regulatory service, however this is an important task that has been completed and hopefully demonstrates to Members our commitment to business resilience and planning. In December 2016 we upgraded our database platform to Oracle version 12. This is the basis for our Environmental Health & Licensing database. As with most systems, the previous version was to be unsupported in July 2017, so we made plans to combine this upgrade with others in plenty of time to resolve any glitches. There was significant time invested by our internal WRS IT team for this to take place so that we can be confident in the resilience of our systems and the data we provide to you.

WRS Headlines (Q4)

Redditch Man Banned from owning dogs.

BBC Hereford & Worcester, the Malvern Gazette and the Redditch & Alcester Advertiser all ran stories on our successful prosecution of Anthony Poole for animal welfare offences. The Redditch resident was been banned from owning dogs for 10 years after pleading guilty to two counts of cruelty. Anthony Poole was also given a 12 month community order with a 15-week curfew at his address in Northleach Close, between 7pm and 7am and ordered to pay costs of £1,400 and a victim surcharge of £85. The 'Advertiser' reported that 'the 45-year-old was sentenced at Redditch Magistrates Court on January 23 after pleading guilty to two contraventions of the Animal Welfare Act 2006.'

Mr Poole first came to the attention of Worcestershire Regulatory Services' dog wardens in November 2014 when a stray Rottweiler had been found in the Redditch area. The dog was underweight, in poor condition and had an eye infection. When Mr Poole reclaimed the dog he was given help and advice regarding canine care. This is our normal approach to try and educate and assist residents in caring for their animals. In April 2016 the team received a call regarding two stray dogs, a Rottweiler, called Zeena, and a Staffordshire Bull Terrier, Obi in the Redditch area. The dogs were in a very poor condition and were taken to the vets for immediate assessment and treatment. Clinical Reports determined that both were in a poor condition and the vet confirmed that both dogs were suffering unnecessarily. Obi had a skin infection and was underweight and Zeena had eye problems, significant hair loss and she had a problem with her right leg. Mr Poole was again identified as the owner of the dogs. At the hearing, at Redditch Magistrates, Mr Poole accepted that he should have taken the dogs to the vet and provided better care for them.

The dogs have since been rehomed and are happy and healthy.



WRS Headlines (Q4)

Identifying the source of poor air quality in St John's, Worcester.

St. John's in Worcester is the most recently declared Air Quality Management Area (AQMA) in the county. Following declaration WRS on behalf of Worcester City Council have produced a Source Apportionment report (available on the WRS website) which analyses the information we have about that location and identifies the most likely cause of the problem with air quality. Whilst it would seem obvious that traffic is the source, a more detailed understanding of the traffic make up is required to identify what needs to be done.

The air quality update provides greater detail, with the next step being the production of a prioritised list of potential actions to address the air quality issues.

<http://www.worcsregservices.gov.uk/media/2800250/Source-Apportionment-for-St-Johns-Worcester-AQMA-FINAL.pdf>

Multi-agency visits

The Licensing Team have conducted a number of joint visits with West Mercia Police and the Security Industry Authority - the organisation responsible for regulating the private security industry. Visits were made to several premises in Evesham, Redditch and Worcester City to check staff working on the door, and the businesses they work for, held the appropriate licence. Checks also ensured businesses holding an alcohol licence were adhering to any conditions.

Healthier Choices Food Award

Several more businesses achieved the Healthier Choices Food Award in Quarter 4. Churchfields farm in Droitwich, Malvern St James School in Malvern and The Orchard Café, Countryside centre, Worcester have all received the award for serving a wide variety of freshly-prepared, healthier meals. As well as showing customers that the food business is part of a scheme putting customer satisfaction first, the Healthier Choices Food Award comes with a range of additional business benefits such as nutritional analysis of recipes, discounted training for staff and networking and informative events.

Food Premises Closure

Premises in Stourport, Wyre Forest, were closed via a Hygiene Emergency Prohibition Notice for an active rat infestation in March. Kidderminster Magistrates confirmed the action by signing the Hygiene Emergency Prohibition Order. The premises were subsequently allowed to reopen after the pest problem had been eradicated.

WRS Headlines (Q4)

Couple fined for Barking Dog

Mark and Sarah Mansell, of Latimer Road, pleaded guilty by post at Redditch Magistrates' Court on Thursday, February 16 to breaching a formal notice to stop their dogs barking excessively. They admitted two offences of failing to comply with an Abatement Notice, requiring them to stop a statutory noise caused by dogs barking at their property.

There had been several complaints from the public, the court heard, leading to investigations by Worcestershire Regulatory Services (WRS), which involved the use of noise monitoring equipment. The investigation confirmed that the noise level was high enough for a notice to be served. Further monitoring found that the notice had been breached in July and then again in August 2016. While the Mansells did not attend court, magistrates were read a letter from the defendants stating that the dogs had since been rehomed. Both defendants were fined £250 for the two separate offences, and ordered to pay costs of £1,007.50, plus a victim surcharge of £30 each. The total payable by the couple was £3,075.

Shop owner pleads guilty to four food safety and hygiene offences

The company Sygnity Limited and its director were fined a total of £4,736 after pleading guilty to four food and hygiene offences which were identified at a shop in Redditch. On 23rd January, company director, Ewelina Maria Chelpa, of Whitchurch Road, Shrewsbury, entered guilty pleas to all offences which included failing to have in place adequate procedures to control pests.

The case follows an inspection at the "Polish Shop" also known as "The Corner Shop" on Beoley Road West in June 2015. They spotted a number of food hygiene contraventions including a lack of hand washing facilities, poor stock control and inadequate staff training. The premises had also failed to register as a food business. Although inspectors made it clear that improvements were required, a follow up visit revealed further food safety violations including fresh and dried mouse droppings on the floor throughout the store. A Hygiene Emergency Prohibition Notice which immediately closed the shop to the public was obtained and a formal Order was made by the court shortly afterwards.

Magistrates fined both the company and Ms Chelpa for offences under the Food Safety and Hygiene (England) Regulations 2013. Ms Chelpa and the company were fined £400 for each offence, costs totalling £1,457 and a victim surcharge of £40, a total of £4,736.

Air Quality & Contaminated Land

In the headlines section of this report the Source Apportionment report for the St John's Air Quality Management Area (AQMA) was introduced. The report has been completed following months of analysis and consideration for the factors influencing the quality of the air in that location. St. John's in Worcester is the most recently declared Air Quality Management Area (AQMA) in the county and the source apportionment report together with all similar reports are available on the WRS website.

The report found the background concentration of the pollutant (nitrogen dioxide) contributes a significant proportion of the overall concentration measured in the AQMA (36 to 53%). Cars, which make up the largest traffic volume (82 to 85%), contribute 40 to 50% of local traffic emissions within the AQMA, with diesel cars in particular responsible for a large proportion, 35 to 43%. Local buses contribute 29 to 36% of local traffic emissions. Targeting individual types of vehicles on these local roads in isolation would not lead to the annual mean objective being achieved unless the reductions are very large (between 40 and 50%). However a reduction in total vehicle emissions of around 20% or targeting a combination of 30% cars and buses would be potentially effective measures for achieving the objective. Greater reductions will be required to achieve more sustainable targets of 5 or 10% below the objective. This presents a challenging situation with the next step being production of an Action Plan with prioritised actions to tackle the poor air quality.

In addition, considerable work has been undertaken what is known as a 'Detailed Assessment' of the air quality in Wychbold following identification of consistently elevated levels of Nitrogen Dioxide. The assessment has included significant work modelling pollution levels against measured levels to provide a full picture of the situation. The results are currently being peer reviewed and WRS hope to be able to publish the report soon.

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' who can sign off reports for submission to Planners and provide a guarantee that the findings are accurate and appropriate. WRS have liaised with Development Control Managers to ensure consideration can be given to the merits of the scheme with suitable review of its working so health is not put at an unacceptable risk.

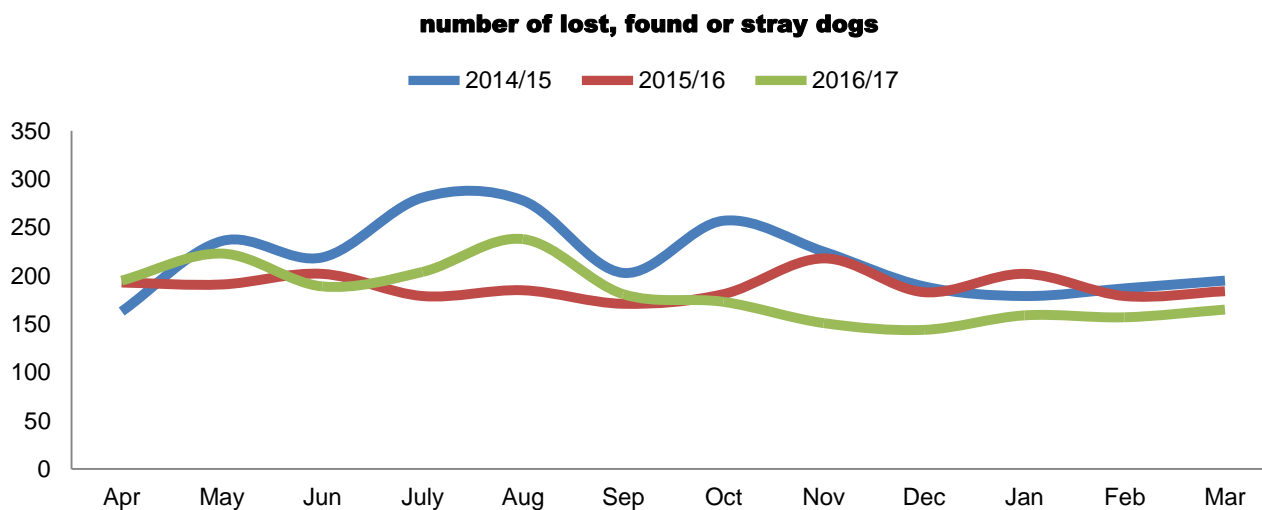
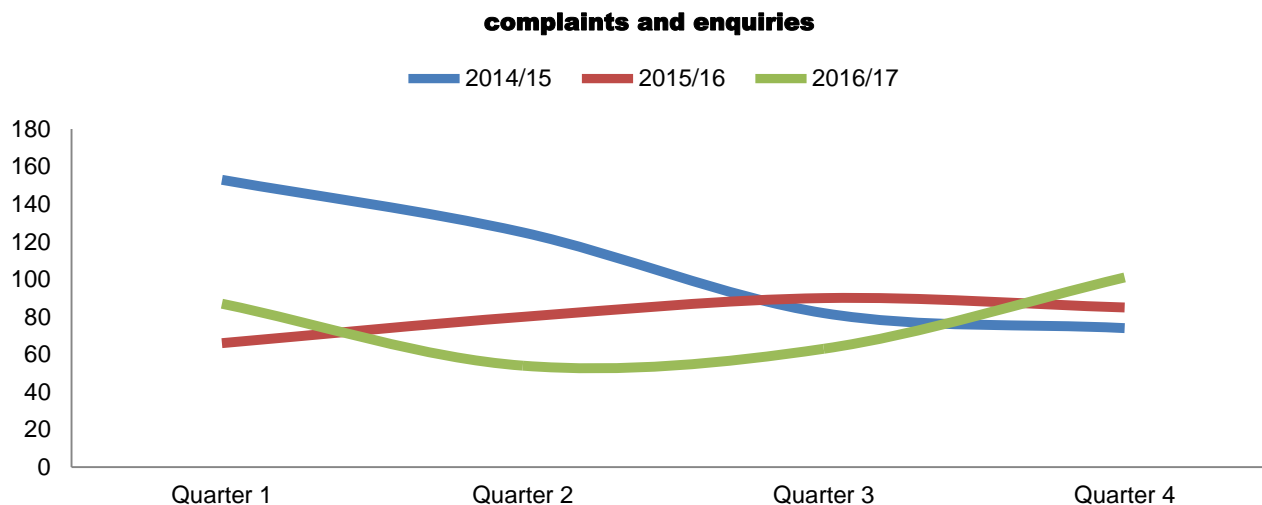
Dog Control

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.

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.



Environmental Permitting

Compliance remains high within regulated industry sectors however some slippage of standards have been observed concerning SED(Solvent Emissions Directive)sites where operators have struggled with the reporting schedules. WRS will continue to support these businesses in maintaining compliance until they have the necessary processes in place to address these shortfalls.

WRS have dealt with a number of small waste incinerator plant enquiries this year due to the substantial increase in the cost of landfill. It is expected that there will be continued development in this sector relating to clinical waste disposal and waste weight minimisation. This will increase WRS role in waste management regulation in the under 3 tonne per hour classification for the forthcoming year. Public consultations for these applications will be hosted on the website as they are received.

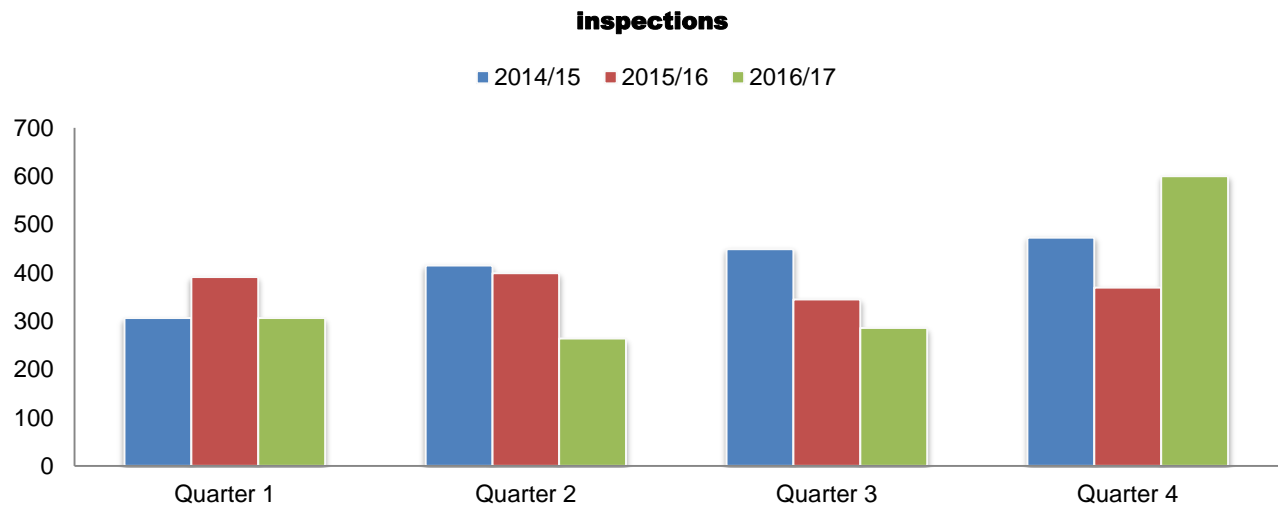
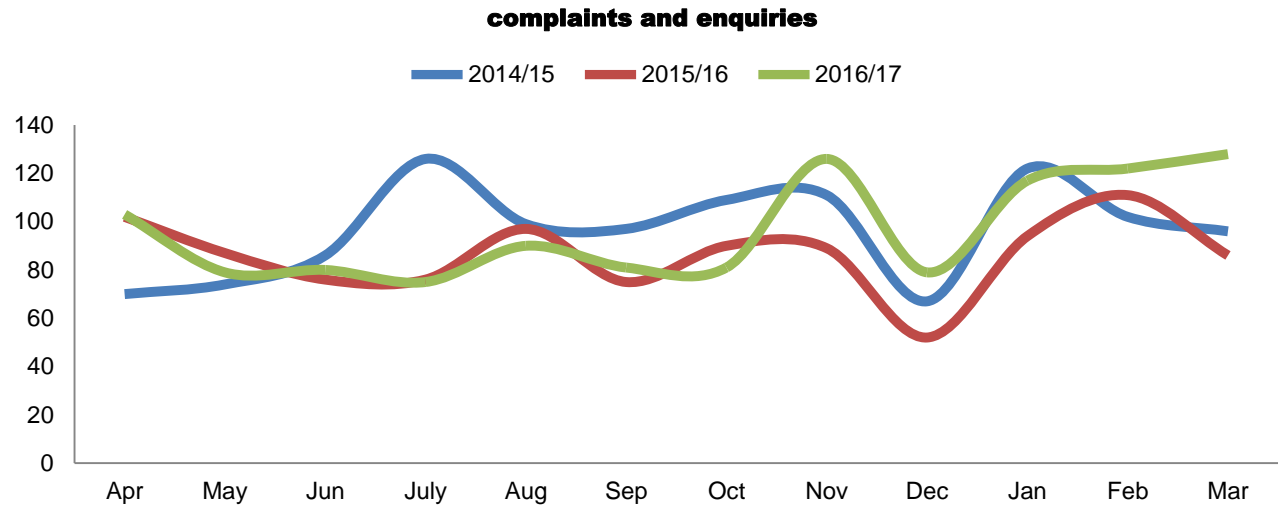
Late in March DEFRA consulted all authorities on a proposed 4.75% increase in permit subsistence fees. WRS welcomed this increase as the first since 2011 however criticised the timing of the consultation which delays/complicates the collection of 2017-18 subsistence fees. WRS also questioned some of the proposed changes to the fee linked to environmental risk assessments due to the unfair re-classification of certain businesses into medium risk without any clear justification. The new fee structure introduction has been postponed until after the general election. Partner authorities were advised in advanced of these changes to postpone the sending out of subsistence invoices until the new fee structure is announced.

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

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. We advised members at the last meeting that we would look to make up the volume of 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 1456 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.



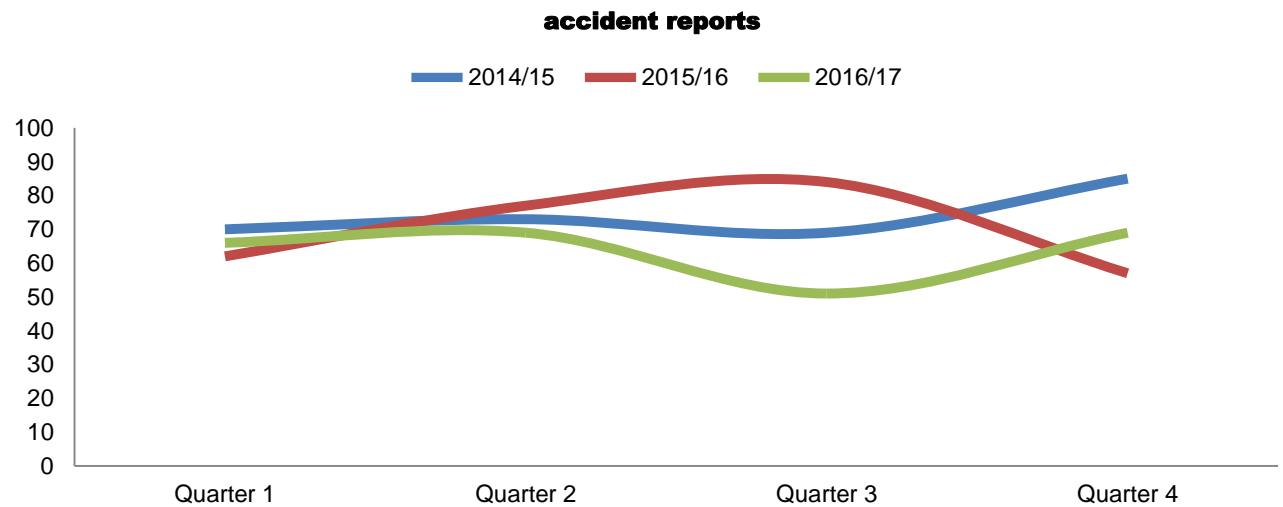
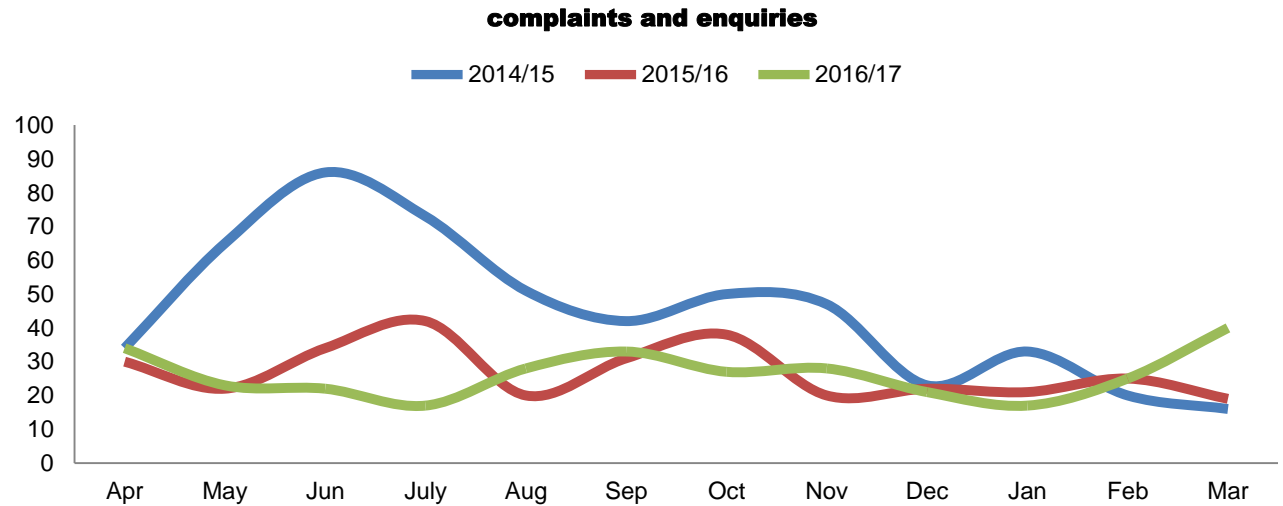
Health and Safety

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

The number of 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.

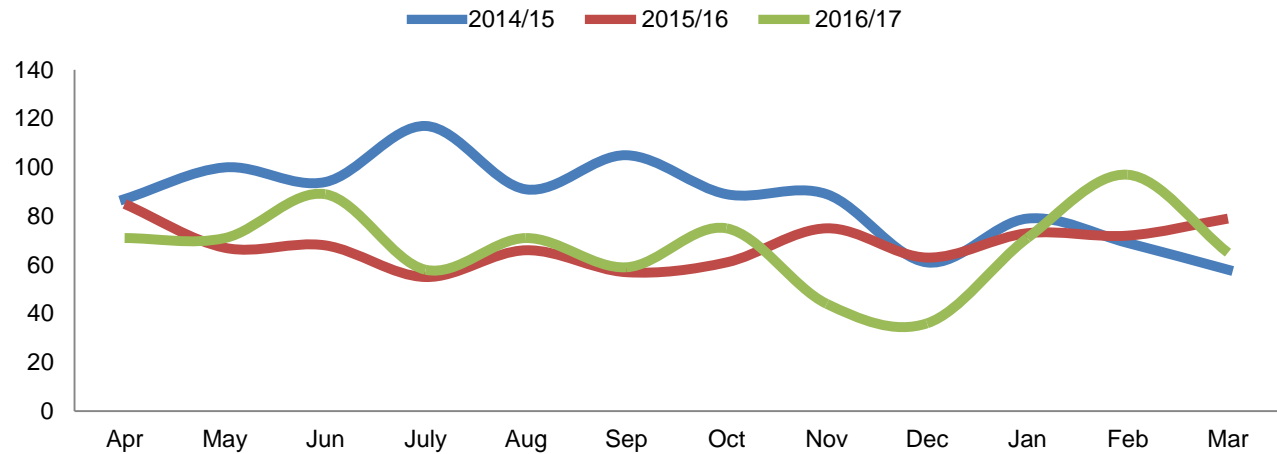


Information Requests

The chart (right) shows the number of information requests recorded by WRS over a three year period.

Information requests relate to the following:

- Environmental Information Requests
- Freedom of Information Requests
- Requests for information under the Data Protection Act 1998 (generally received from partner agencies)



Comments

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 chart above includes all requests we receive. 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.

Licensing

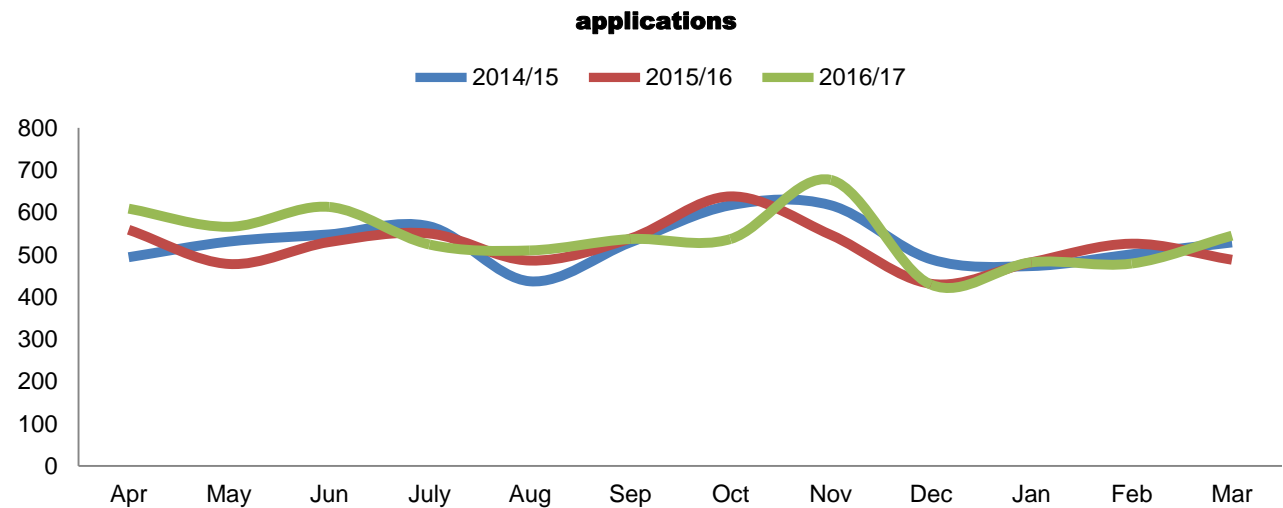
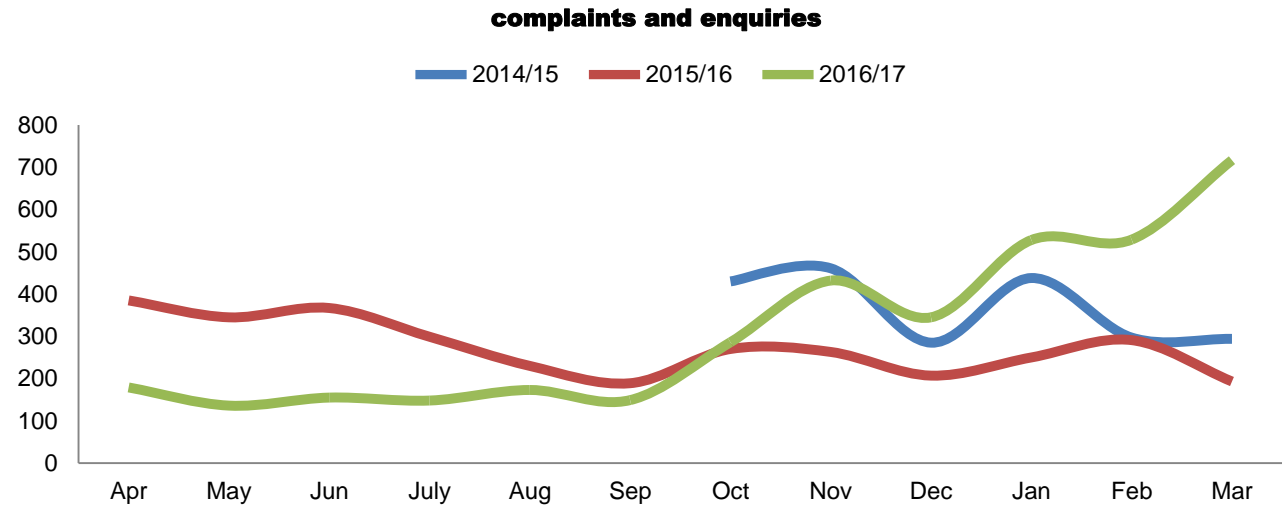
The chart (top right) shows the number complaints and enquiries recorded by WRS over a three year period relating to licensing. The chart (bottom right) shows the number of licensing applications.

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.

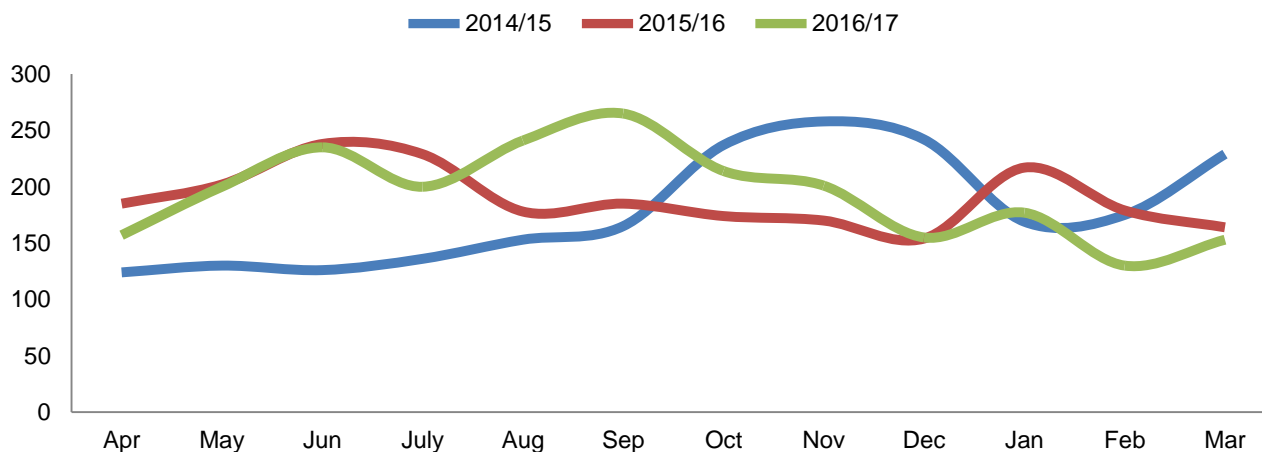


Planning

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

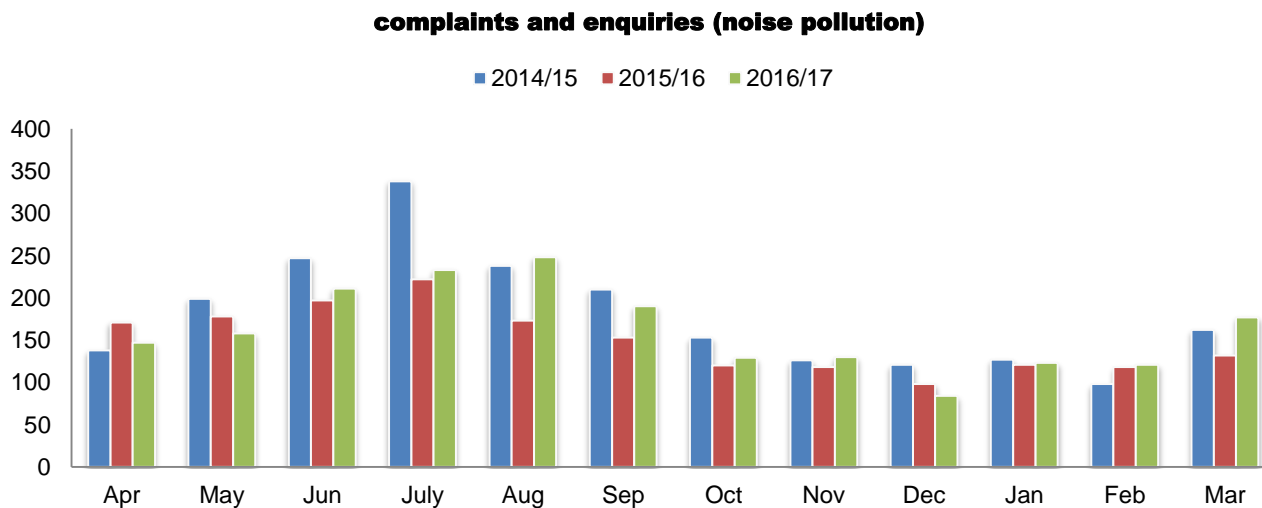
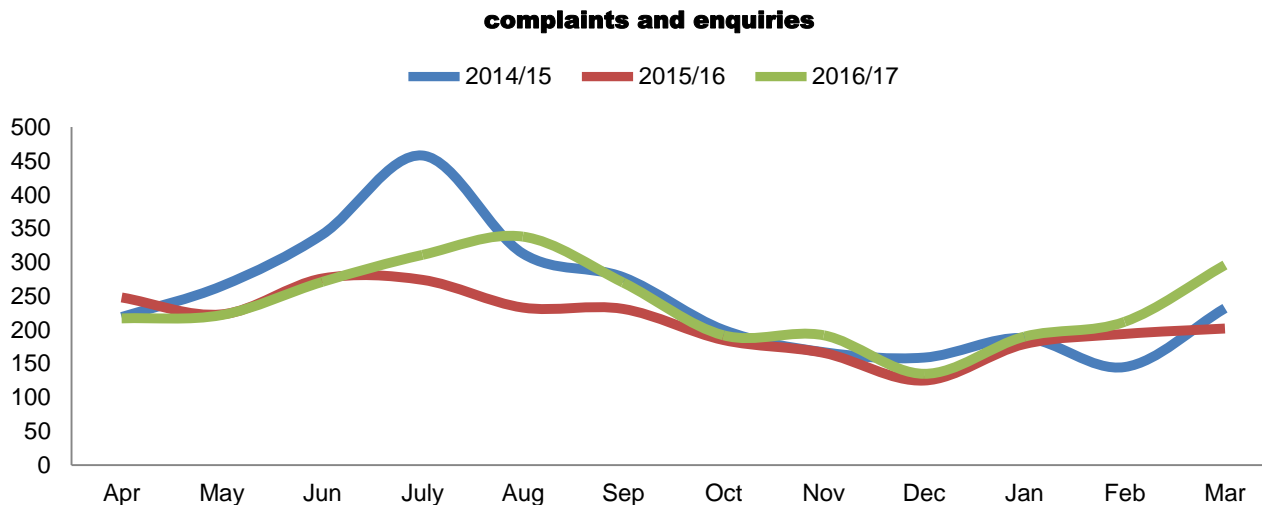
Included in the above data are planning consultations undertaken for Tewkesbury Borough Council, Gloucester City Council, South Gloucestershire Council and for Quarter one and four, the work included some being done for Stratford-on-Avon District Council. It is primarily planning application consultations 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.

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.

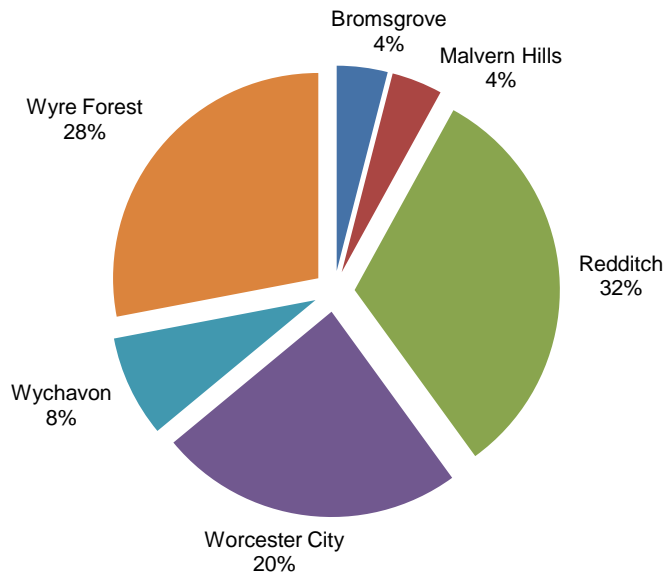
Comments

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.



Noise Pollution

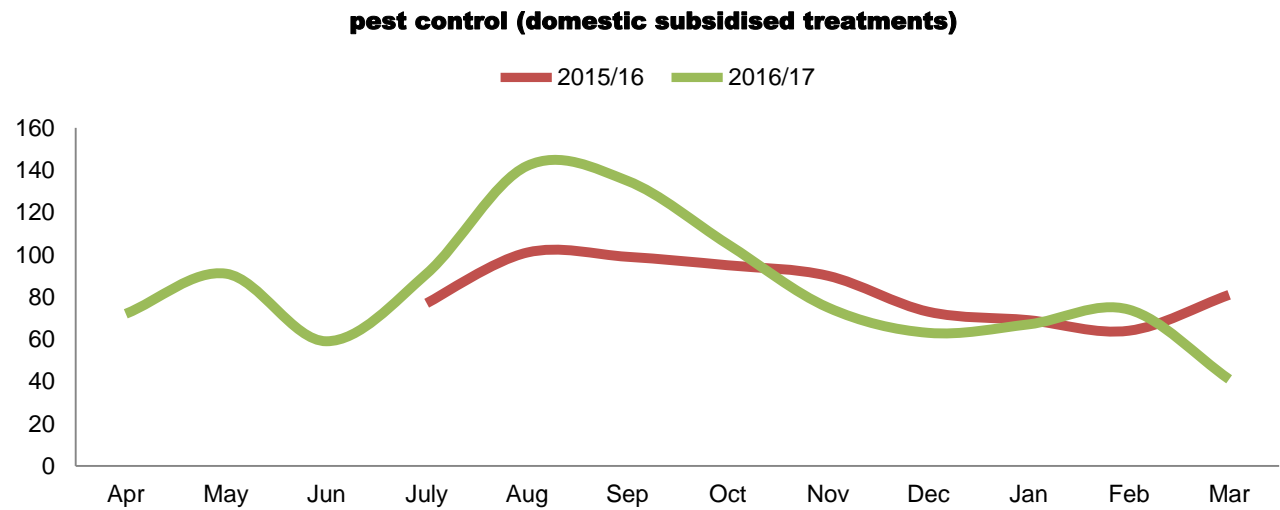
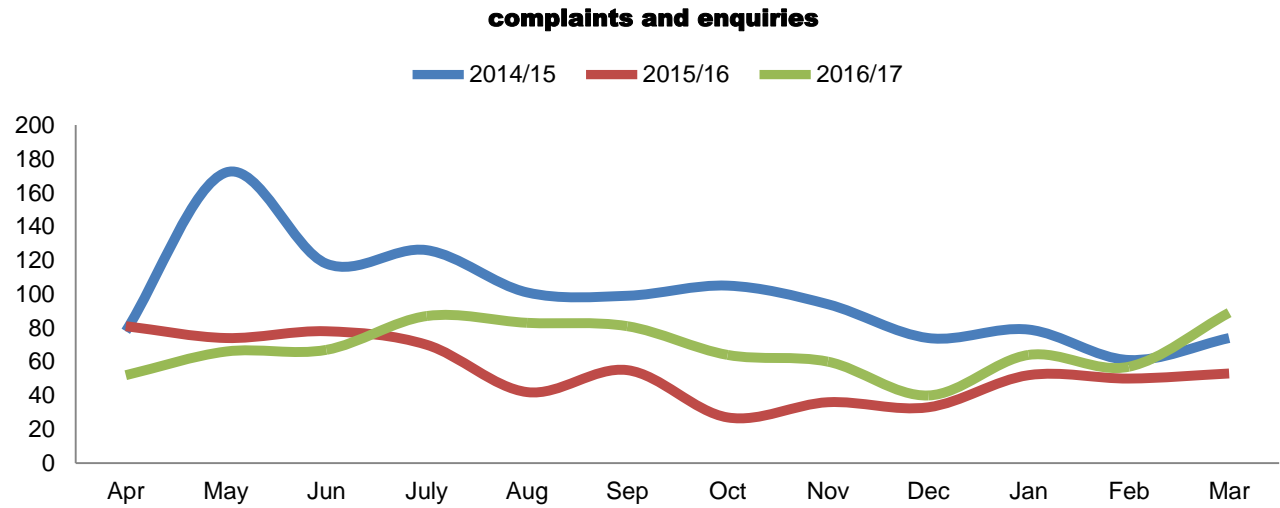
The table (right) shows the top 25 wards within Worcestershire with the highest number of noise pollution cases. Population and incident rates are also shown and reflect the recent boundary changes in Bromsgrove and Wyre Forest. The chart (left) shows the top 25 wards by district, for example, 20% of wards highlighted in the table are located within Worcester City.



| Ward | Total | Population | Rate (%) |
|--------------------------------|-------|------------|----------|
| Cathedral | 88 | 10,835 | 0.81% |
| Batchley And Brockhill | 46 | 8,553 | 0.54% |
| Foley Park And Hoobrook | 45 | 9,914 | 0.45% |
| Blakebrook And Habberley South | 45 | 9,000 | 0.50% |
| Saint John | 39 | 8,944 | 0.44% |
| Church Hill | 39 | 8,316 | 0.47% |
| Headless Cross And Oakenshaw | 35 | 8,538 | 0.41% |
| Bedwardine | 34 | 8,279 | 0.41% |
| Winyates | 33 | 8,360 | 0.39% |
| Areley Kings And Riverside | 32 | 8,261 | 0.39% |
| Nunnery | 31 | 8,087 | 0.38% |
| Greenlands | 29 | 9,122 | 0.32% |
| Sanders Park | 29 | 3,463 | 0.84% |
| Matchborough | 28 | 6,150 | 0.46% |
| Abbey | 28 | 6,197 | 0.45% |
| Mitton | 27 | 9,752 | 0.28% |
| Broadwaters | 26 | 9,108 | 0.29% |
| Arboretum | 26 | 6,195 | 0.42% |
| Lodge Park | 26 | 5,679 | 0.46% |
| Bewdley And Rock | 25 | 8,542 | 0.29% |
| Priory | 25 | 4,234 | 0.59% |
| Aggborough And Spennells | 24 | 8,685 | 0.28% |
| Lovett And North Claines | 24 | 5,465 | 0.44% |
| Bengeworth | 24 | 6,793 | 0.35% |
| Warndon | 24 | 5,934 | 0.40% |

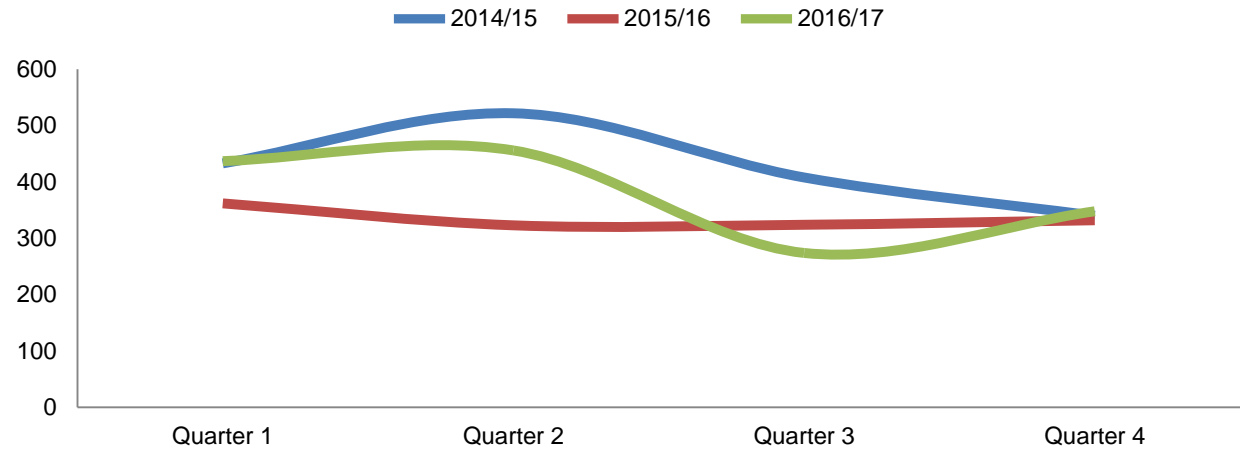
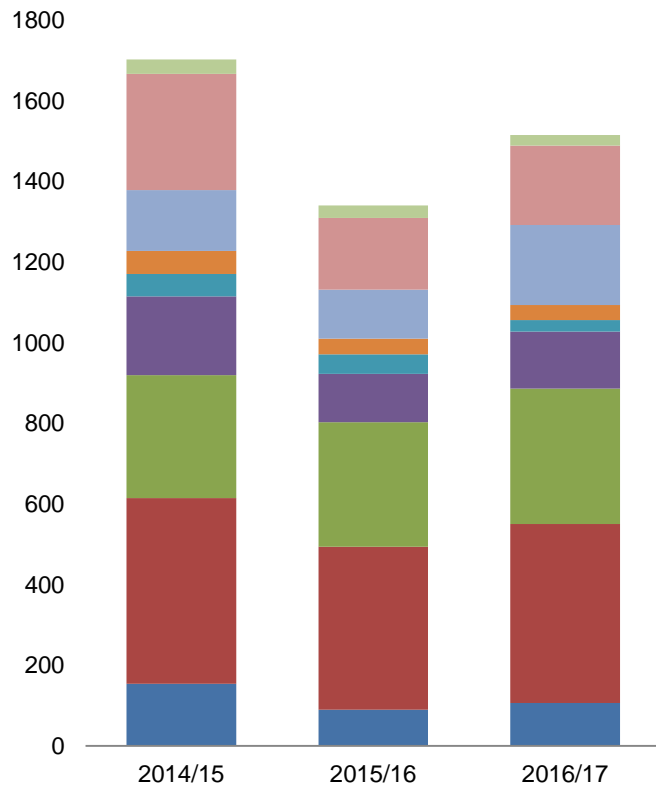
Public Health

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.





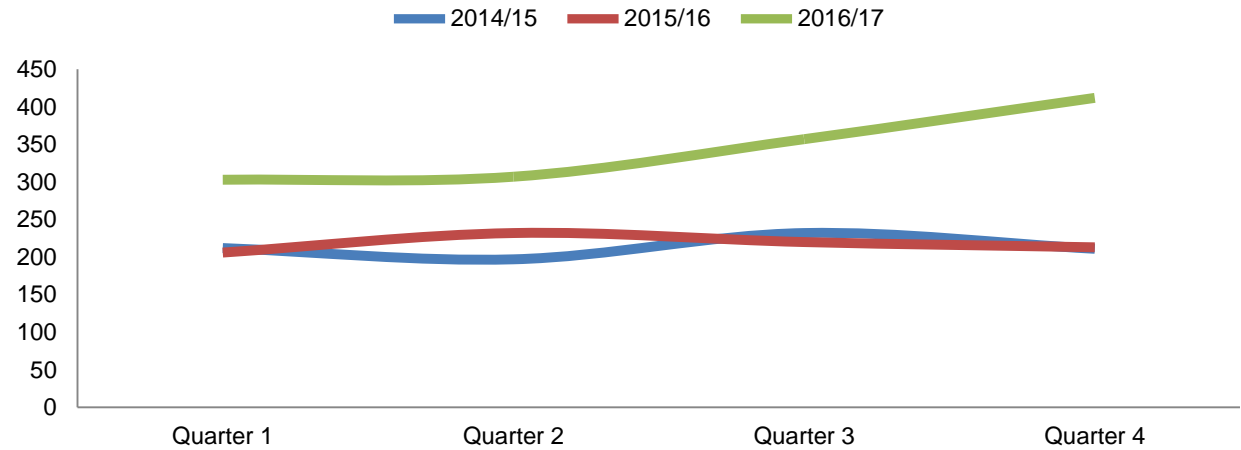
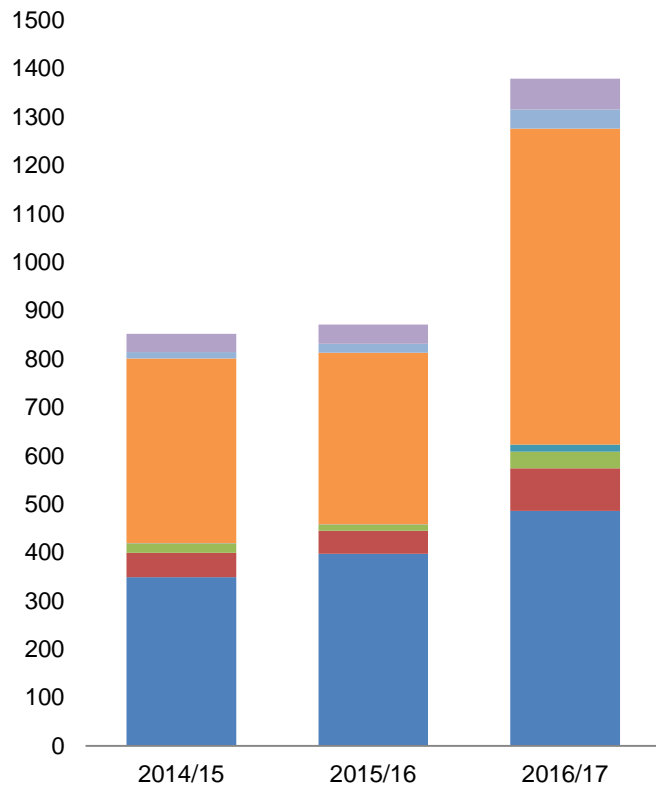
The data on this page relates to **Environmental Health** complaints, enquiries and notifications recorded by WRS where the subject or enquirer was located within the district of **Bromsgrove**.



| | 2014/15 | 2015/16 | 2016/17 |
|---|----------------|----------------|----------------|
| Dog Control | 36 | 31 | 26 |
| Dog Control (number of lost, found or stray dogs) | 288 | 178 | 197 |
| Food Safety | 151 | 122 | 198 |
| Health and Safety | 57 | 39 | 38 |
| Health and Safety (accident reports) | 56 | 48 | 28 |
| Information Requests | 195 | 120 | 142 |
| Planning | 305 | 309 | 336 |
| Pollution | 461 | 404 | 444 |
| Public Health | 154 | 90 | 106 |

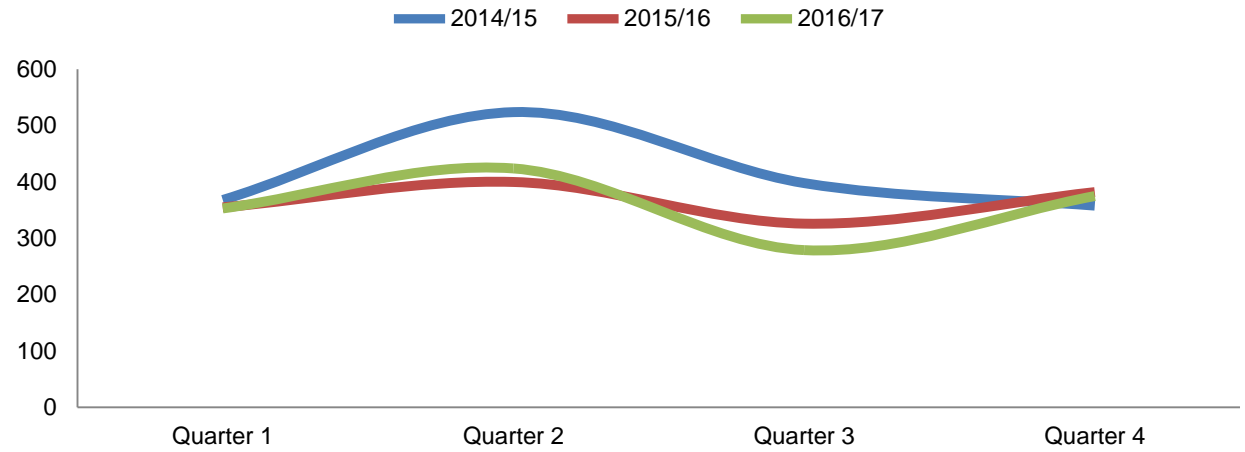
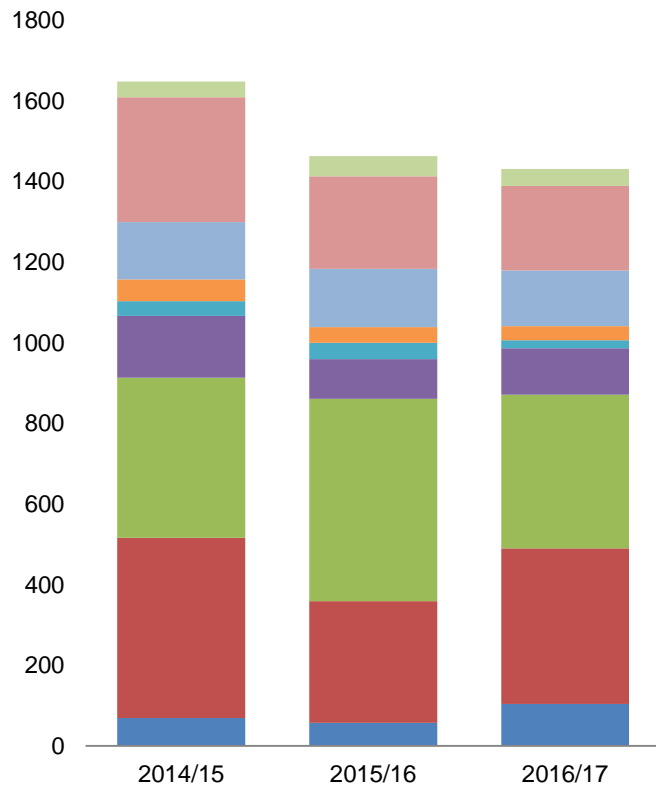


The data on this page relates to **Licensing** complaints, enquiries and applications recorded by WRS where the subject or enquirer was located within the district of **Bromsgrove**.



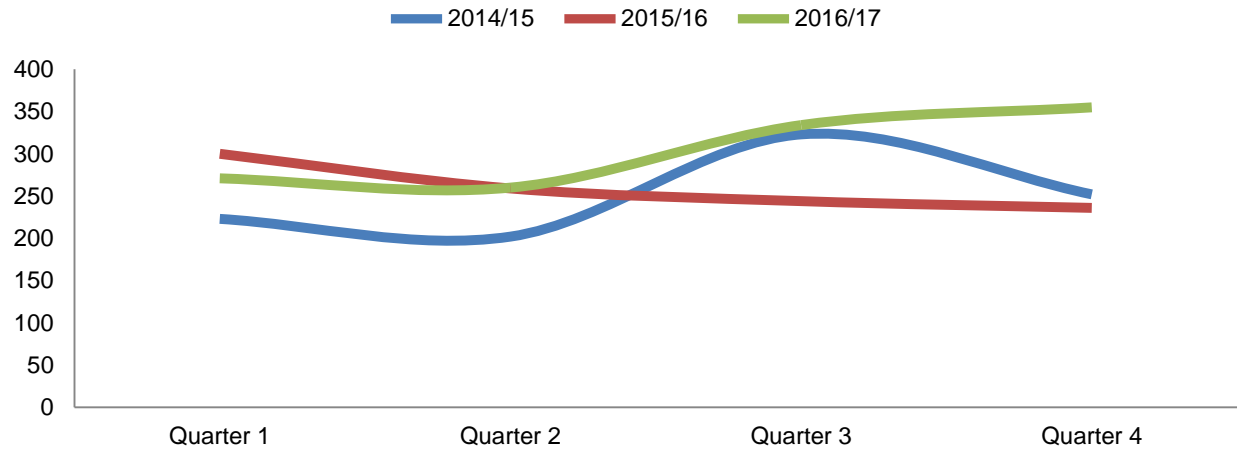
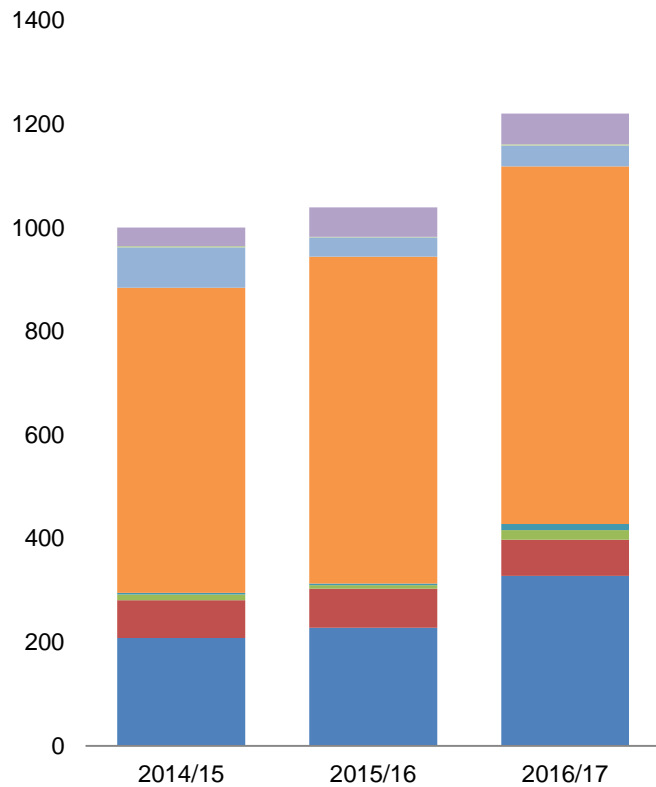
| | 2014/15 | 2015/16 | 2016/17 |
|--|----------------|----------------|----------------|
| Animals | 38 | 40 | 63 |
| Caravan | 0 | 0 | 0 |
| Gambling | 13 | 18 | 40 |
| Licensing Act | 382 | 355 | 653 |
| Scrap Metal (includes collectors and dealers) | 1 | 1 | 15 |
| Sex Establishments | 0 | 0 | 0 |
| Skin Piercing | 19 | 12 | 34 |
| Street (includes amenities, collections and trading) | 50 | 48 | 88 |
| Taxis | 349 | 397 | 486 |

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



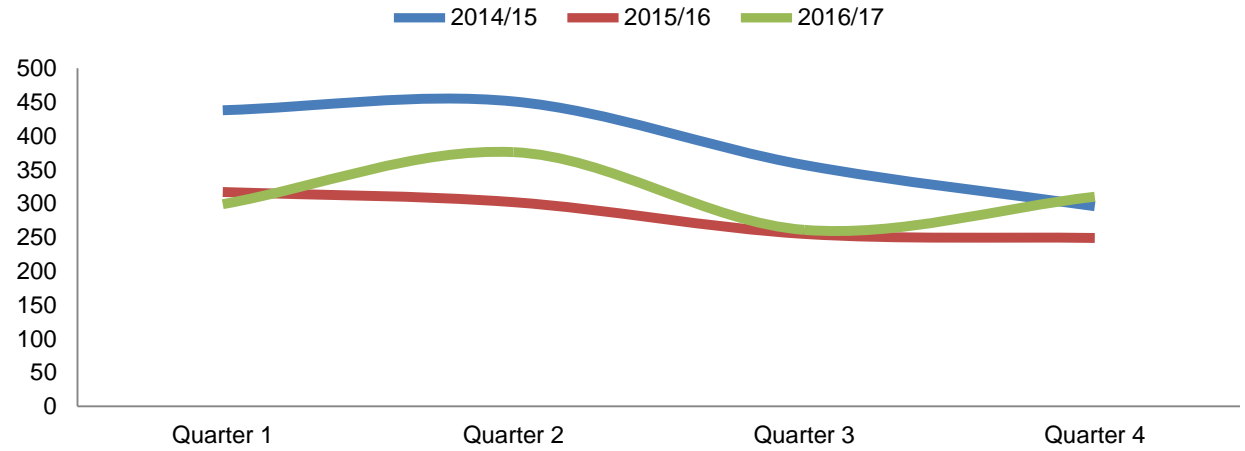
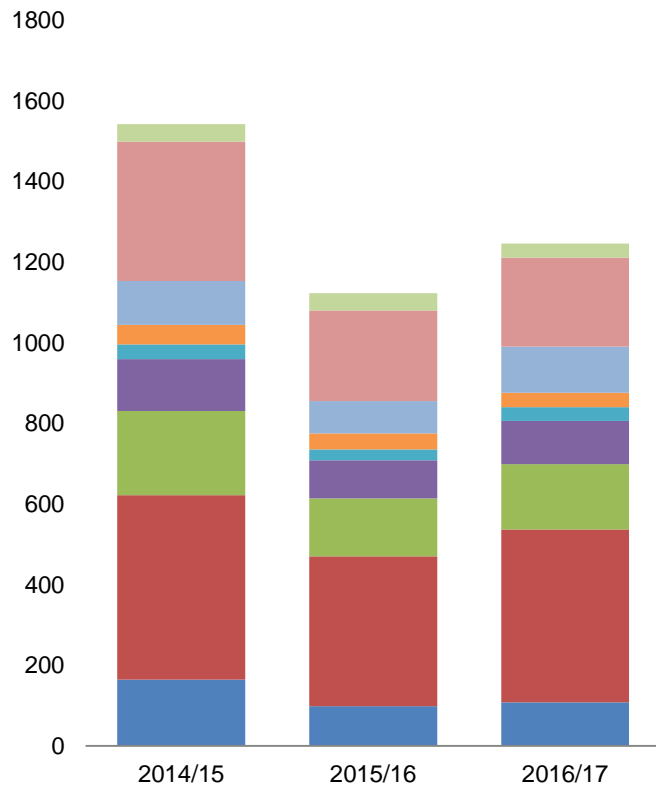
| | 2014/15 | 2015/16 | 2016/17 |
|---|----------------|----------------|----------------|
| Dog Control | 39 | 50 | 42 |
| Dog Control (number of lost, found or stray dogs) | 310 | 230 | 210 |
| Food Safety | 142 | 144 | 138 |
| Health and Safety | 54 | 39 | 35 |
| Health and Safety (accident reports) | 36 | 41 | 20 |
| Information Requests | 154 | 98 | 115 |
| Planning | 397 | 502 | 381 |
| Pollution | 447 | 302 | 386 |
| Public Health | 69 | 57 | 104 |

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**.



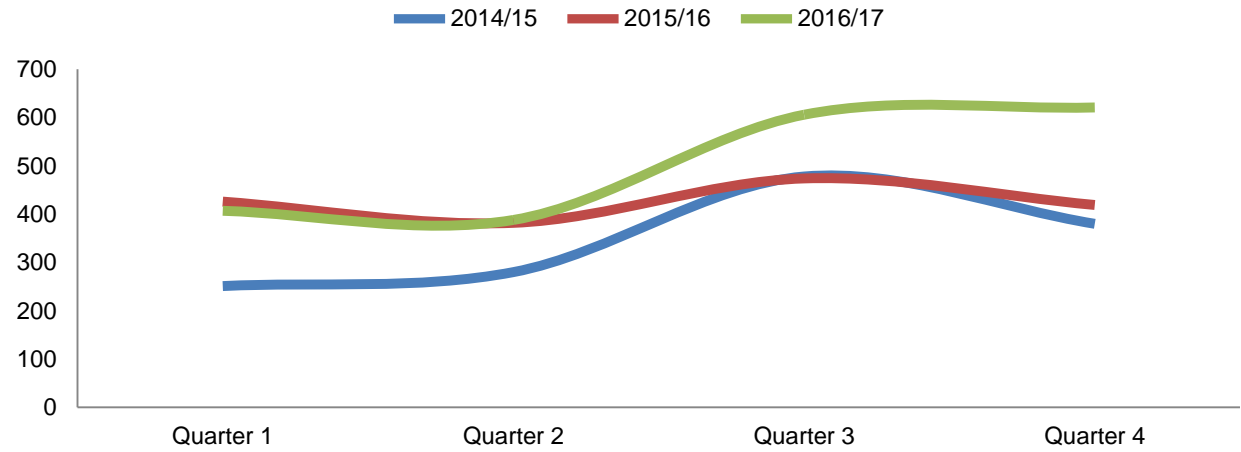
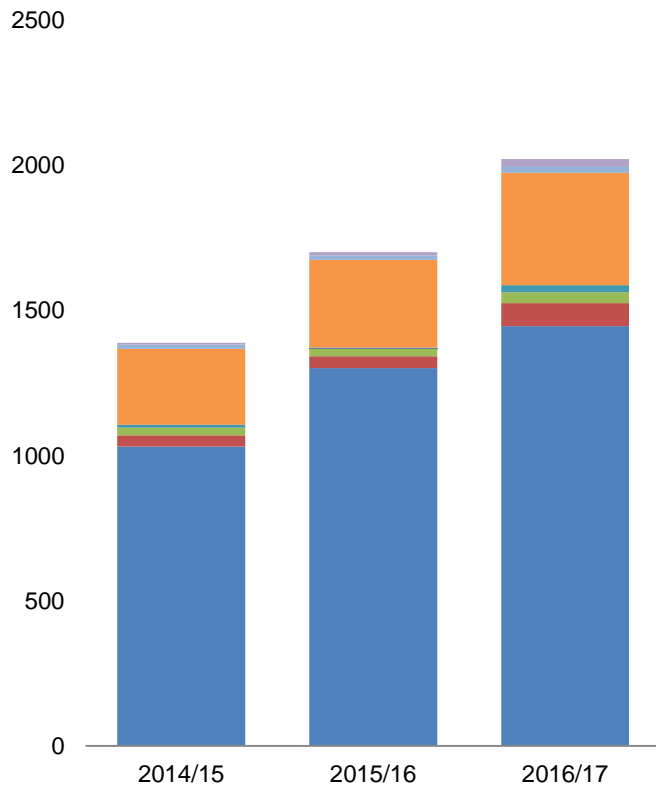
| | 2014/15 | 2015/16 | 2016/17 |
|--|---------|---------|---------|
| Animals | 36 | 57 | 59 |
| Caravan | 2 | 1 | 3 |
| Gambling | 78 | 37 | 40 |
| Licensing Act | 589 | 631 | 690 |
| Scrap Metal (includes collectors and dealers) | 3 | 3 | 12 |
| Sex Establishments | 0 | 0 | 0 |
| Skin Piercing | 11 | 7 | 18 |
| Street (includes amenities, collections and trading) | 73 | 75 | 70 |
| Taxis | 208 | 228 | 328 |










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**.



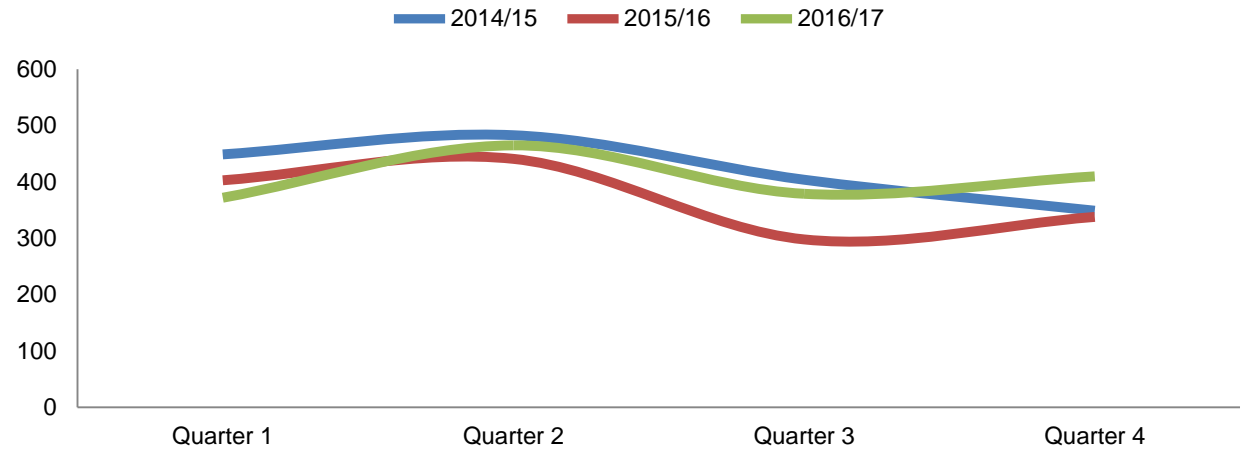
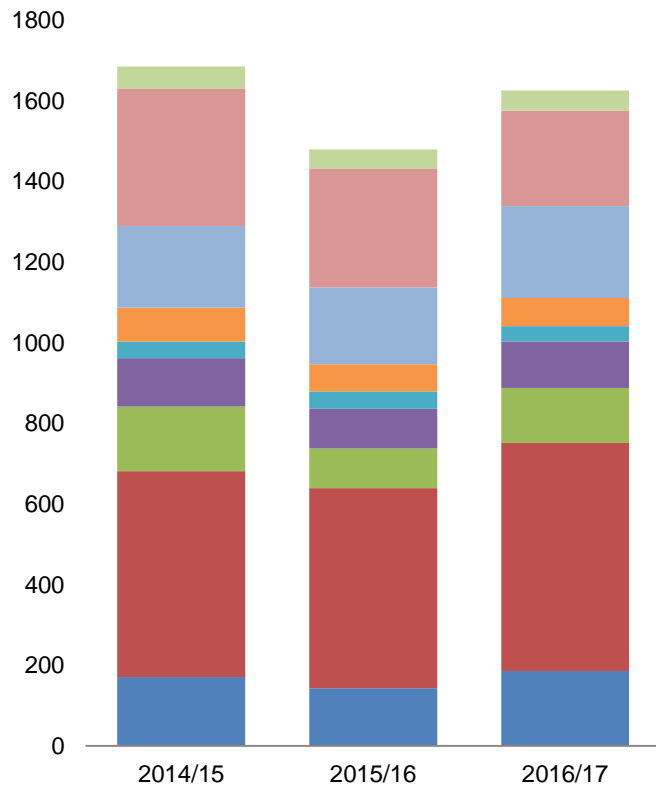
| | 2014/15 | 2015/16 | 2016/17 |
|---|----------------|----------------|----------------|
| Dog Control | 43 | 43 | 35 |
| Dog Control (number of lost, found or stray dogs) | 346 | 225 | 221 |
| Food Safety | 109 | 80 | 114 |
| Health and Safety | 48 | 40 | 36 |
| Health and Safety (accident reports) | 37 | 27 | 34 |
| Information Requests | 128 | 94 | 107 |
| Planning | 209 | 144 | 162 |
| Pollution | 458 | 372 | 429 |
| Public Health | 164 | 98 | 108 |

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**.



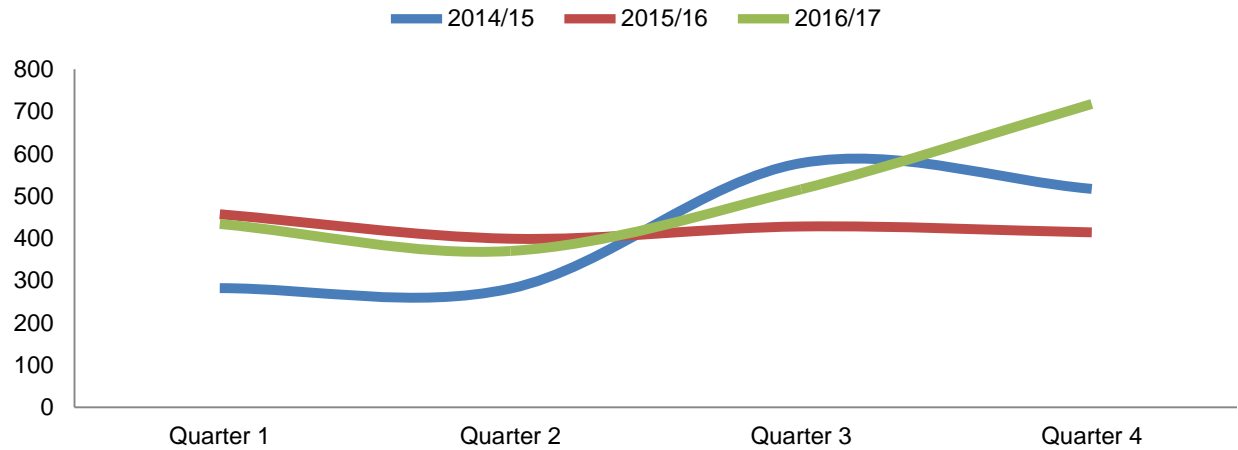
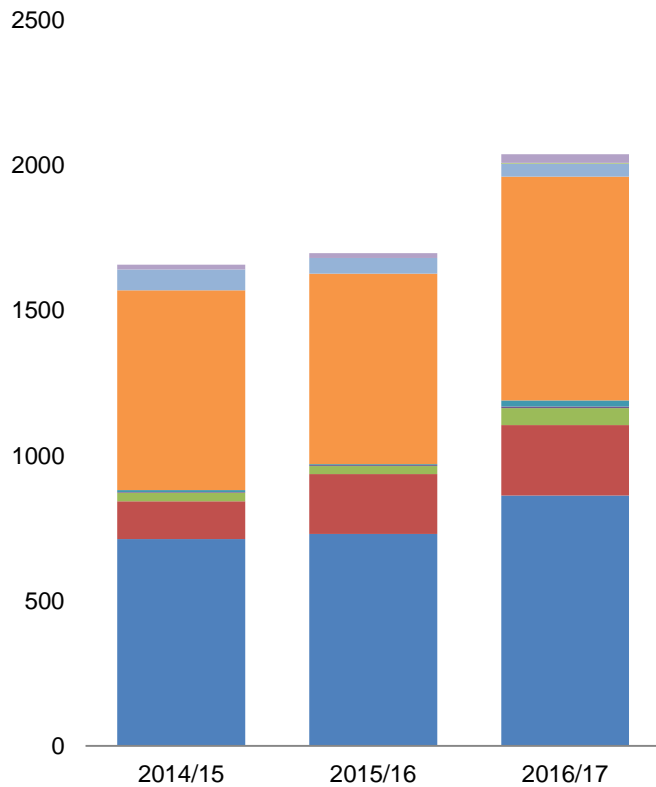
| | 2014/15 | 2015/16 | 2016/17 |
|--|----------------|----------------|----------------|
|  Animals | 7 | 11 | 24 |
|  Caravan | 0 | 0 | 0 |
|  Gambling | 14 | 16 | 23 |
|  Licensing Act | 262 | 302 | 388 |
|  Scrap Metal (includes collectors and dealers) | 10 | 3 | 24 |
|  Sex Establishments | 0 | 1 | 0 |
|  Skin Piercing | 26 | 26 | 37 |
|  Street (includes amenities, collections and trading) | 39 | 40 | 80 |
|  Taxis | 1,031 | 1,302 | 1,446 |

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**.



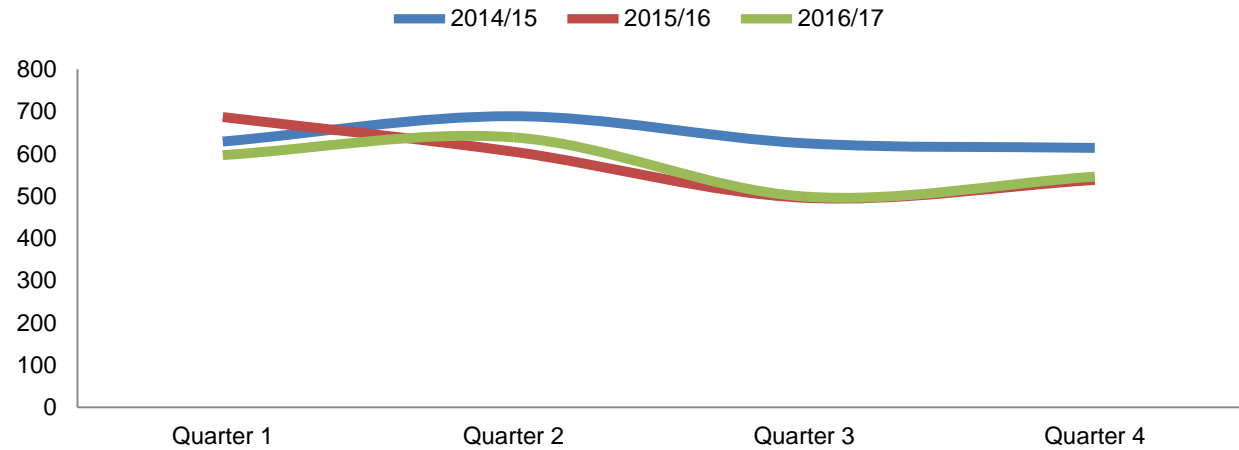
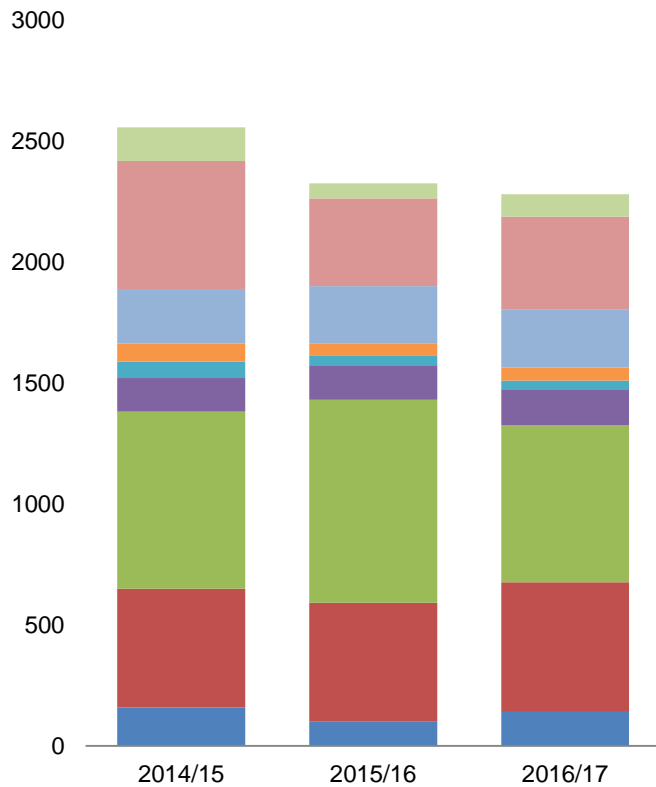
| | 2014/15 | 2015/16 | 2016/17 |
|---|----------------|----------------|----------------|
| Dog Control | 55 | 49 | 50 |
| Dog Control (number of lost, found or stray dogs) | 340 | 294 | 237 |
| Food Safety | 203 | 190 | 228 |
| Health and Safety | 84 | 68 | 70 |
| Health and Safety (accident reports) | 41 | 43 | 38 |
| Information Requests | 120 | 98 | 115 |
| Planning | 161 | 99 | 137 |
| Pollution | 510 | 496 | 565 |
| Public Health | 171 | 143 | 186 |

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**.



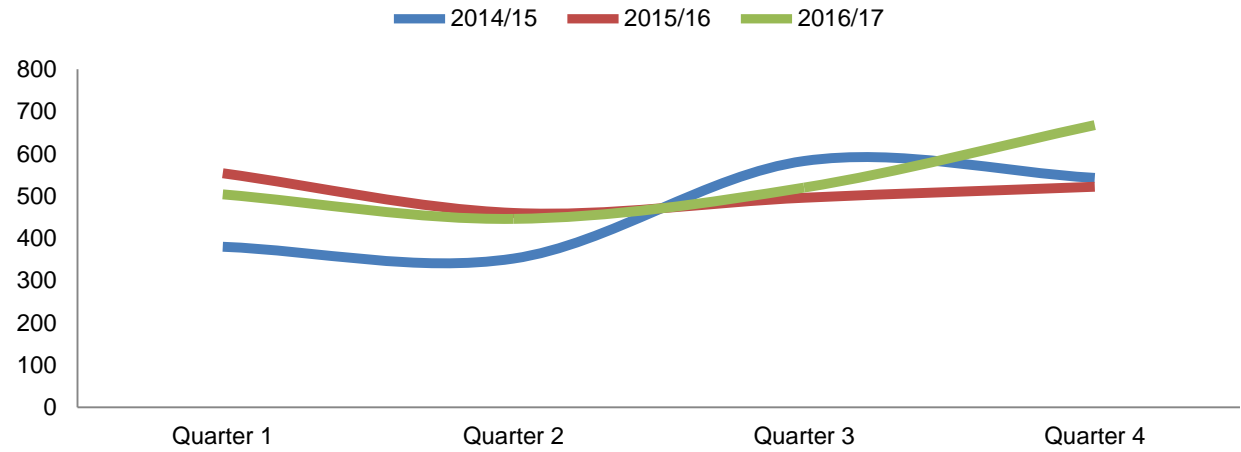
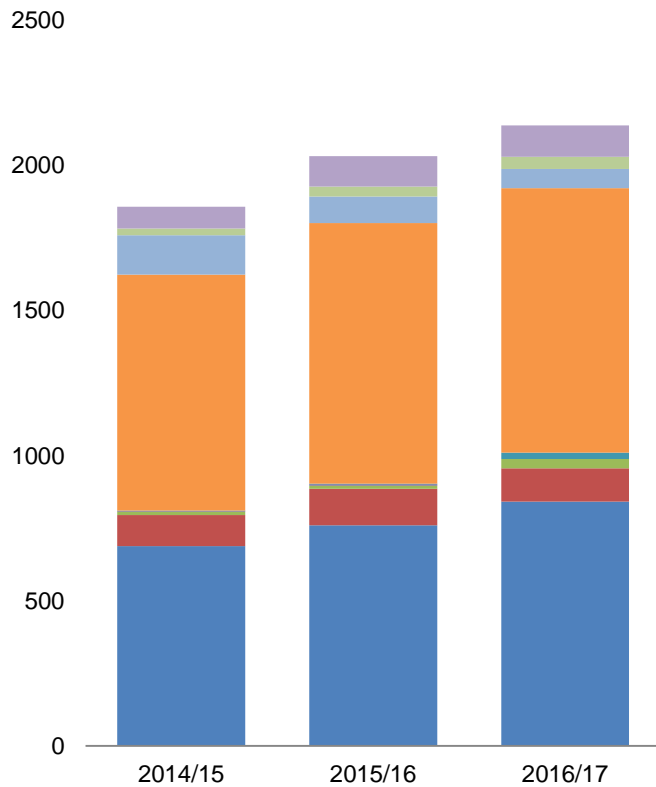
| | 2014/15 | 2015/16 | 2016/17 |
|--|----------------|----------------|----------------|
| Animals | 17 | 17 | 29 |
| Caravan | 0 | 0 | 2 |
| Gambling | 71 | 54 | 46 |
| Licensing Act | 689 | 656 | 771 |
| Scrap Metal (includes collectors and dealers) | 6 | 4 | 21 |
| Sex Establishments | 3 | 3 | 5 |
| Skin Piercing | 29 | 28 | 59 |
| Street (includes amenities, collections and trading) | 131 | 206 | 243 |
| Taxis | 712 | 730 | 862 |

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**.



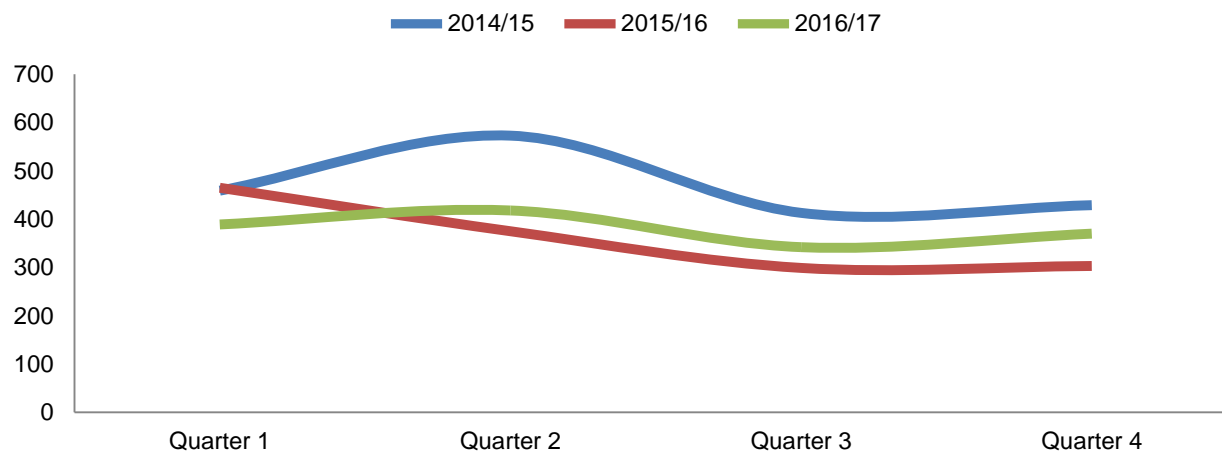
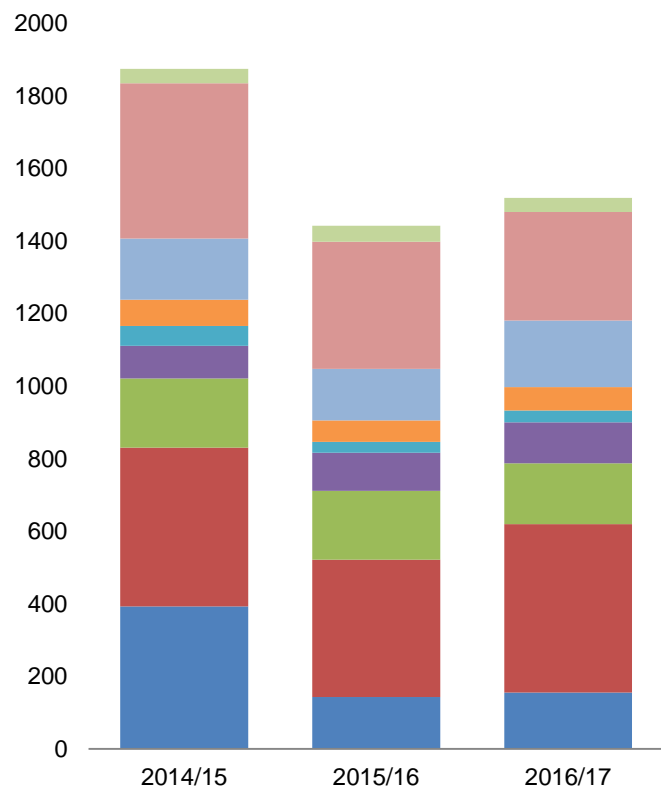
| | 2014/15 | 2015/16 | 2016/17 |
|---|----------------|----------------|----------------|
| Dog Control | 139 | 63 | 93 |
| Dog Control (number of lost, found or stray dogs) | 529 | 362 | 382 |
| Food Safety | 225 | 238 | 241 |
| Health and Safety | 76 | 48 | 55 |
| Health and Safety (accident reports) | 67 | 41 | 35 |
| Information Requests | 139 | 143 | 150 |
| Planning | 732 | 840 | 649 |
| Pollution | 491 | 489 | 536 |
| Public Health | 159 | 102 | 140 |

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**.



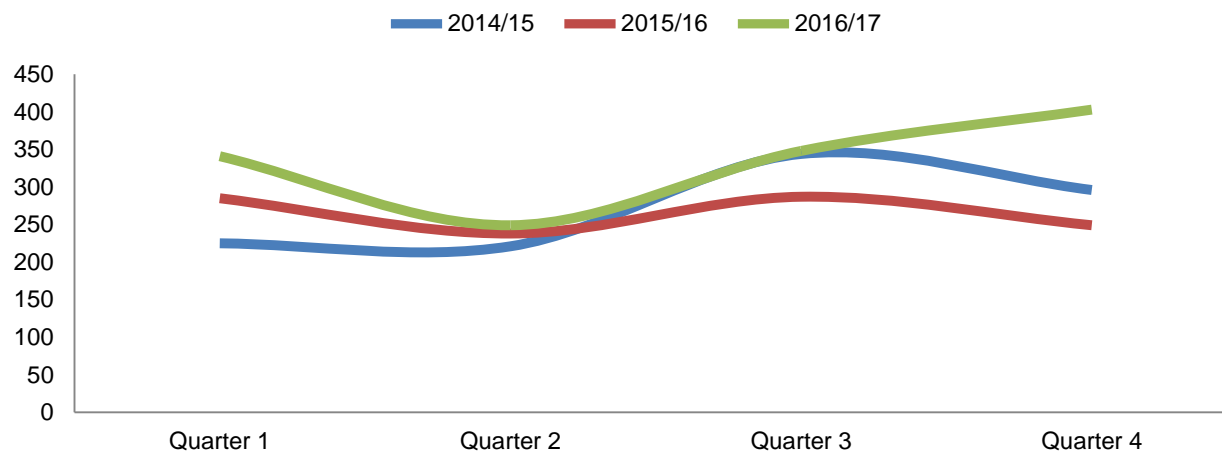
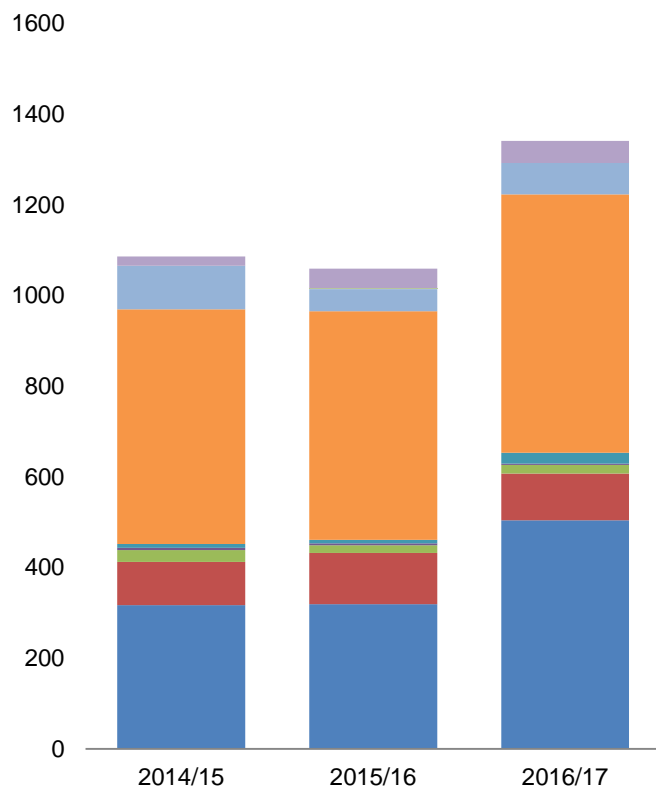
| | 2014/15 | 2015/16 | 2016/17 |
|--|----------------|----------------|----------------|
| Animals | 75 | 105 | 108 |
| Caravan | 24 | 34 | 42 |
| Gambling | 135 | 92 | 66 |
| Licensing Act | 813 | 898 | 912 |
| Scrap Metal (includes collectors and dealers) | 1 | 2 | 22 |
| Sex Establishments | 3 | 4 | 0 |
| Skin Piercing | 12 | 11 | 32 |
| Street (includes amenities, collections and trading) | 107 | 126 | 114 |
| Taxis | 688 | 760 | 842 |

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 | 39 |
| Dog Control (number of lost, found or stray dogs) | 428 | 351 | 299 |
| Food Safety | 169 | 142 | 184 |
| Health and Safety | 72 | 59 | 64 |
| Health and Safety (accident reports) | 55 | 30 | 33 |
| Information Requests | 90 | 105 | 113 |
| Planning | 191 | 190 | 168 |
| Pollution | 437 | 378 | 464 |
| Public Health | 393 | 143 | 155 |

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**.

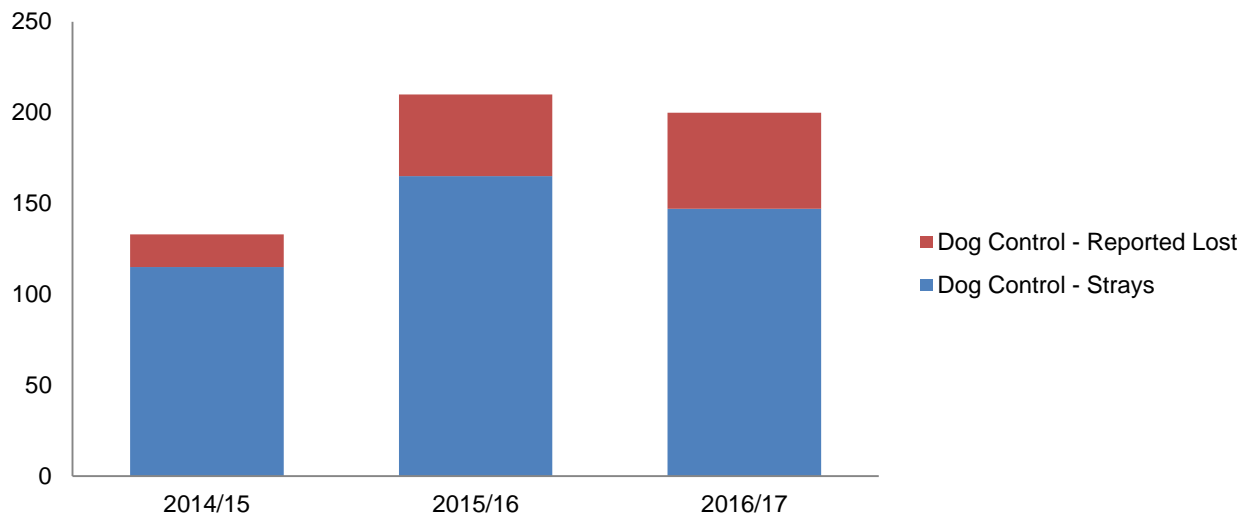



| | 2014/15 | 2015/16 | 2016/17 |
|--|----------------|----------------|----------------|
| Animals | 21 | 43 | 49 |
| Caravan | 0 | 2 | 0 |
| Gambling | 96 | 49 | 69 |
| Licensing Act | 517 | 504 | 570 |
| Scrap Metal (includes collectors and dealers) | 9 | 8 | 24 |
| Sex Establishments | 5 | 4 | 3 |
| Skin Piercing | 26 | 17 | 19 |
| Street (includes amenities, collections and trading) | 95 | 113 | 103 |
| Taxis | 317 | 319 | 504 |

Cheltenham Borough Council

WRS has been collecting, kennelling and reuniting stray dogs with owners since July 2014. Thus the figures for 2014/15 only represent three quarters of a financial year. Stray dog numbers were slightly up the following year and again this year the numbers recorded this year at 200 are similar (210 last year). The introduction of the new Microchipping Regulations in 2016 and ongoing message that dogs will not be returned to owners without fees will help to bring down the numbers of dogs reported to WRS on Cheltenham's behalf. It is encouraging to note that the numbers of reported lost dogs is increasing year on year as the public become aware that WRS operate the service enabling us to reunite owners with their dogs quicker.

Last year with assistance from WRS, Cheltenham Borough Council recovered almost 44% of the cost in operating the service from dog owners when reclaiming their dogs.

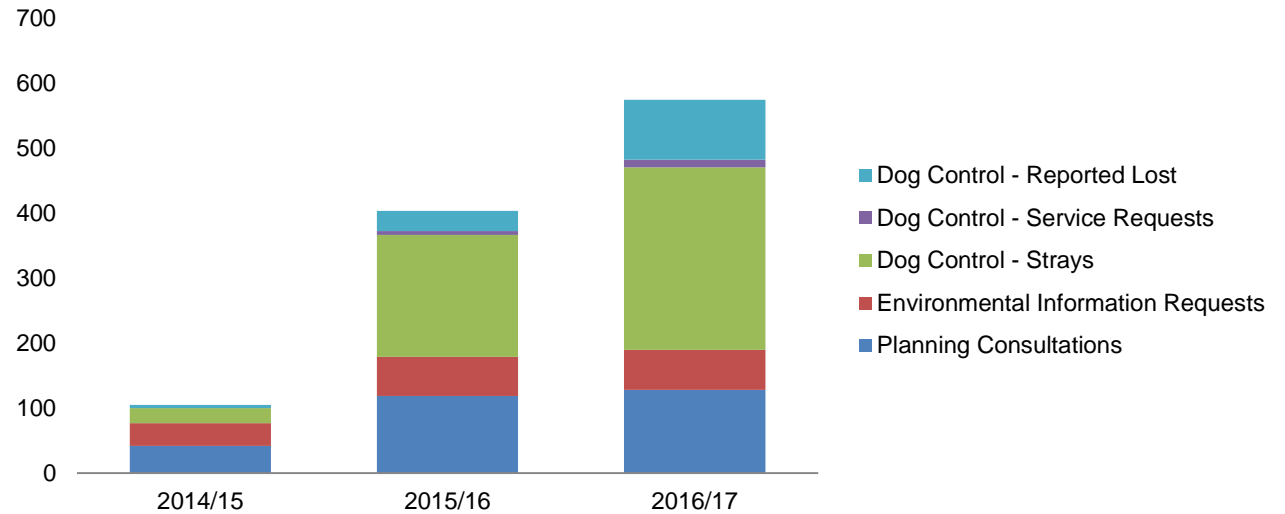


| | 2014/15 | 2015/16 | 2016/17 |
|---|---------|---------|---------|
|  Dog Control (number of lost, found or stray dogs) | 133 | 210 | 200 |



Gloucester City Council

WRS has been providing planning support and responding to Environmental Information requests relating to Land Contamination since September 2014. The figures relate to numbers of applications or requests where WRS have been consulted. The figures for the last two years are consistent and demonstrates the high level of demand for this service by Planning Officers and members of the public. WRS only kennelled collected strays from February 2015 with dogs returned to owners free of charge before this. Stray dog numbers are up this year by comparison with last and it may take some time for dog owners to realise that they will not have their dog returned for free, before they change their behaviour or those unwilling to pay charges have their dog rehomed. Interestingly the numbers of lost dogs are also up on last year potentially due to knowledge of what to do and where to report them. Not displayed graphically, but during late 2015/16 and again this year WRS are providing PPC inspection and permit application processing services. Significant progress has been made to bring the permits and inspection programme up to date as well as noise monitoring and complaint investigation in relation to Avon Metals. Additionally, WRS provide services in transcribing PACE interview tapes for Gloucester.

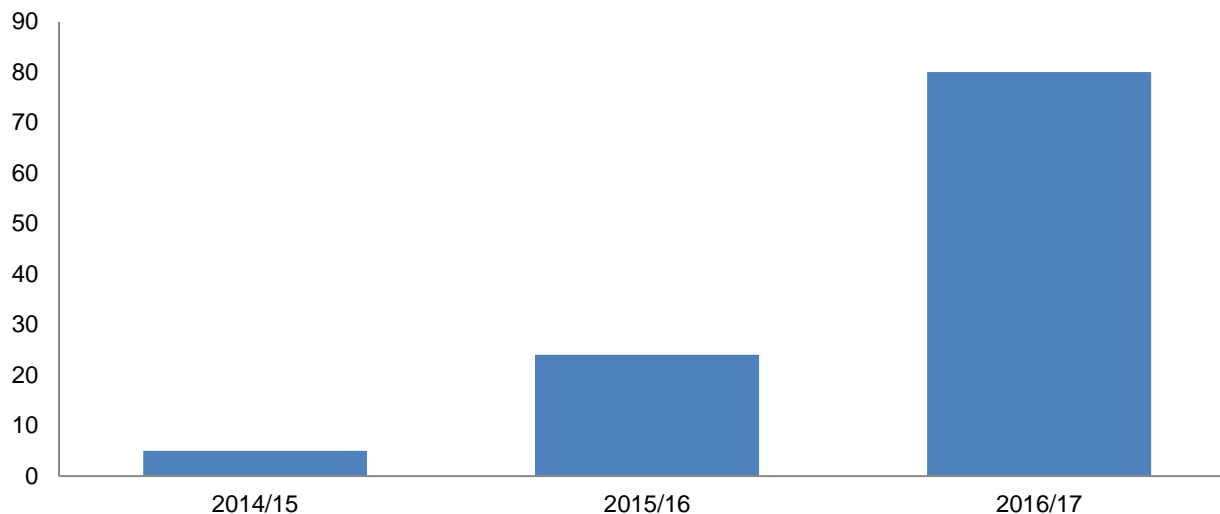


| | 2014/15 | 2015/16 | 2016/17 |
|---|---------|---------|---------|
| Dog Control (complaints and enquiries) | 0 | 6 | 12 |
| Dog Control (number of lost, found or stray dogs) | 28 | 219 | 373 |
| Environmental Information Requests | 35 | 60 | 62 |
| Planning Consultations | 42 | 119 | 128 |

South Gloucestershire Council

WRS provide specialist technical advice on contamination issues relating primarily to planning consultations. Rather than providing the full service for South Gloucestershire we deal with the bigger more complex sites primarily with sufficient support to enable the Officers at the client authority to retain ownership and understand any issues of concern.

The contract has been progressing well and numbers of consultations have increased significantly this year. Whilst generally numbers are low, the complexity of the cases means significant officer resource is employed in the work and consequently charged to South Gloucestershire. With agreement from the client, WRS have also subcontracted some specialist advice relating to landfills for one case in particular. The flexible approach allows demand to be met by the client without retaining their own resource and WRS are able to maintain expertise and knowledge in-house.

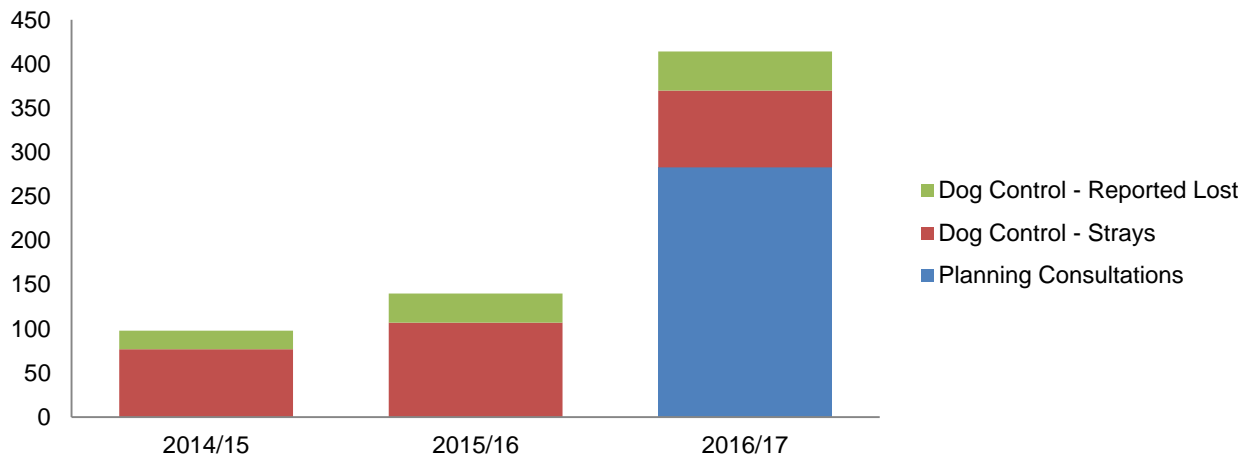


| | 2014/15 | 2015/16 | 2016/17 |
|------------------------|---------|---------|---------|
| Planning Consultations | 5 | 24 | 80 |

Tewkesbury Borough Council

Stray dog numbers remained consistent across 2014/15 and 2015/16, but this year, numbers are slightly down. As with other Gloucestershire client authorities the number of reported lost dogs has increased which helps match owners to their dogs quicker reducing charges and rehoming costs. Last year with assistance from WRS, Tewkesbury Borough Council recovered almost 51% of the cost in operating the service from dog owners when reclaiming their dogs.

WRS have provided planning support across all three financial years, but it is only this year that we have recorded it in such a way that can be reported in this format. The number of planning applications being forwarded to WRS continue to be high and of a technical complexity.



| | 2014/15 | 2015/16 | 2016/17 |
|---|---------|---------|---------|
| Dog Control (number of lost, found or stray dogs) | 98 | 140 | 131 |
| Planning Consultations | | | 283 |