

Worcestershire  
**Regulatory Services**

*Supporting and protecting you*

# Activity Report 2017/18

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**Bromsgrove**  
District Council  
[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)

**Malvern Hills**  
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**Wyre Forest**  
District Council

# Contents

## **WRS Headlines (page 3 - 5)**

## **WRS Summary (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 - 22)**

Bromsgrove District Council  
Malvern Hills District Council  
Redditch Borough Council  
Worcester City Council  
Wychavon District Council  
Wyre Forest District Council

# Foreword

Welcome to the second set of activity data for 2017/18. As you will see from the graphs, the year first half of the year has been very busy with very high numbers of nuisance cases. The good weather at the end of May and in June meant that our Summer nuisance demand spike started early and continued into July but thankfully the weather worsened in August and September putting a dampner on everything including the rate of increase in workload.

Everyone has worked incredibly hard to address what has come in but we have had to bring in some additional help to address the volume, which arose at a time when we had a number of officers off due to recovery from surgery. Thankfully all are back fit and well now.

We have retained the services of our temporary workers for a period into quarter 3 to ensure that we cover off the backlog of work and keep up with food visits, also addressing some of those food businesses identified during our audit by the Food Standards Agency. This will keep us on track to achieve what is needed during the second half of the year.



Simon Wilkes  
Head of Regulatory Services

# WRS Headlines

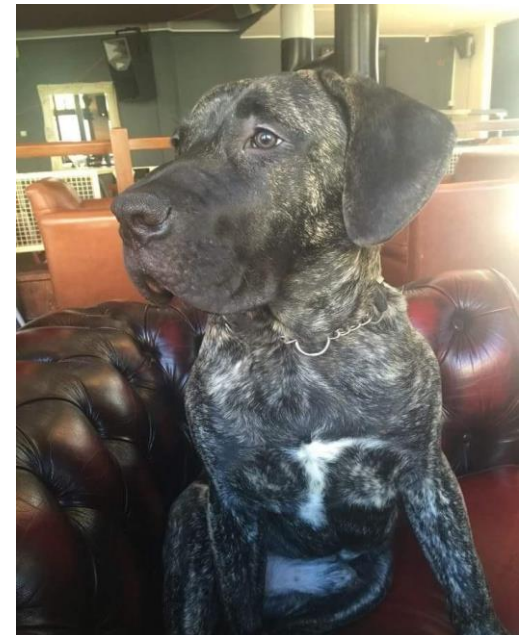
## Quarter 2

### Hopwood woman prosecuted over emaciated dog in her care which had to be put down

Following an investigation by WRS Officers a successful prosecution was brought against Mrs Jaspal Boparia, aged 47, of Washhill Lane and her ex-husband Mr Ranjit Boparia, aged 46, of Shoemith Close, Barwell, Leicester. They were sentenced on September 19 at Redditch Magistrates court. The case was reported by both the Bromsgrove Advertiser and Bromsgrove Standard. Mrs Boparia pleaded guilty to an offence under Section 4 of the Animal Welfare Act for failing to provide a suitable diet which resulted in the dog being caused unnecessary suffering. She admitted to reporting the dog as a stray, even though he was in her care, after she noticed he had stopped eating and she could not afford to take him to the vet.

Mrs Boparia was given a 12-month community order with 80 hours unpaid work and was also ordered to pay a total of £1,310. The court decided Mrs Boparia would not be given a banning order. Mr Boparia, the owner of the dog which he had handed over to his ex-wife in the Autumn of 2016, knew the dog was not eating but failed to take steps to prevent the dog's condition deteriorating. Mr Boparia was already subject to a banning order following an offence at the end of last year which prevented him from owning a dog for a period of five years. Having pleaded guilty to an offence of failing to take steps to prevent the dog from suffering Mr Boparia was fined £333 and ordered to pay a victim surcharge of £33 and £2,447 in costs.

Worcester Regulatory Services (WRS), which brought the prosecution, was first alerted to the situation of Blue on January 11 after receiving a call from Mrs Boparia stating she had taken in a stray dog. The dog was collected by the Dog Warden who described him as being emaciated, skin and bone, with no muscle tone and in all round very poor condition. The dog received immediate treatment by the vet but over the following the next few days the dog's temperament deteriorated and he became a risk to staff so the decision was made that he be put to sleep. WRS will provide advice and assistance to dog owners in rehoming dogs where they are unable to cope or their circumstances change and anyone can call the Dog Wardens on 01905 822799.



### Grimley Raceway Injunction

WRS and Malvern Hills District Council have been successful in securing an injunction to control activities at a motor-racing track at Grimley, near Worcester. The track, used for stock car and banger racing, has been going for more than 50 years and attracts people from all over Britain. The deal, reached between Malvern Hills District Council and the owners, will allow racing to continue on a permanent basis while reducing the noise impact on nearby residents.

Court action was first taken in December 2015 which resulted in the owners agreeing to undertake work to reduce the impact of noise levels. However, when this did not happen an interim injunction was applied for to halt racing while the matter went to court. A temporary compromise was reached earlier this year which allowed racing to resume subject to certain restrictions. This has led to both sides agreeing a permanent deal, which was ratified by a judge at a hearing at Walsall County Court on Tuesday. Under the terms of the order, the raceway will be allowed to hold nine meetings a year and there must be at least 20 to 27 days between each event. Only one race can be held on a Bank Holiday in any single year, no racing can take place before 1pm or after 6pm, except for Bonfire Night, and engines cannot be started or repairs made before 11am or after 6pm. Restrictions have also been placed on the type of announcements that can be made over the public address system and the type of vehicles that can be used in races. A noise management plan must also be submitted to the council each year and council staff or other experts must be allowed on site to ensure the order is being complied with.

Phil Merrick, the council's head of economy and communities, said: "We've always said we were supportive of the raceway but that had to be balanced against our legal obligation to protect our residents from excessive noise. We're delighted we have been able to reach an agreement which imposes some tough restrictions on the operation of the racetrack while ensuring racing can continue at Grimley in the future."



### **FSA Audit**

Members will recall the report presented to last joint board highlighting the audit of Wyre Forest District Council's food safety work. The final report has now been published by the Food Standards Agency (FSA) and is available to view via the link below.

<https://www.food.gov.uk/enforcement/auditandmonitoring/2017/auditreports/wyre-forest-district-council/wyre-forest-dc-assurance-audit>

### **Licensing Update**

The countywide Hackney Carriage and Private Hire Vehicle enforcement program began with the Bromsgrove District; this being the first of many enforcement exercises planned across the county in the coming year. The conclusion of this part of the planned programme resulted in nine vehicles being suspended; various faults were found such as low tyres, white indicators, ball joints damaged, obscure windscreen, windscreen wipers not working to name but a few. These vehicles were taken off the road until faults were rectified; further exercises are planned in other districts and will be carried out shortly.

There has been a lot of background work carried out with regards to Hackney Carriage and Private Hire licensing. Licensing Officers have been investigating some of the issues arising from the relaxation of regulation on cross border hiring. Namely an Operator in one district can legally transfer a booked job to another Operator in another area who can then send a fully licensed vehicle and driver to complete the booking. Licensing Officers are working with each district to review Hackney Carriage and Private Hire Policies to ensure they continue to be fit for purpose. One of the suggested improvements in this area is the introduction of National Standards for vehicle inspections; Officers will be liaising with inspection garages, districts and the trade to see if this would be beneficial.

Licensing has also been working in partnership with West Mercia Police and the Police and Crime Commissioner's preferred training provider to deliver face to face Child Sex Exploitation training/awareness to all taxi drivers. Plans are in place for piloting this scheme/training session with the Redditch and Worcester City taxi trade during the early part of next year; with a wider roll out across the county thereafter. Initially this training will be provided on a free voluntary attendance basis; upon completion, a review of effectiveness, delivery and take up will be reported back to each Licensing Committee in the early autumn next year.

Officers from the Licensing Team have recently been involved in joint inspections on betting premises licensed across the county. Visits were conducted with officers from the Gambling Commission, including one of our former Trading Standards team who moved to the Commission in 2014. The purpose of the inspections was to assess compliance with premises licence requirements, alongside the requirements of the Gambling Commission's "Licence Conditions and Code of Practice" (LCCP) document. Levels of compliance with the requirements of legislation, regulations and the LCCP were generally very good, with one of two minor issues being dealt with in dialogue with the relevant premises licence holders. Further joint working across the county has been arranged.

## Air Quality & Contaminated Land

Air quality assessment work in Worcester has highlighted that areas of London Road close to Sidbury Junction, The Butts, Foregate Street and The Tything (up to little London) all exceed the Government's annual health objectives for Nitrogen Dioxide emissions. WRS are currently preparing a number of AQMA proposals for the Council to consider in December 2017. It is likely that the proposals will focus on area declarations which are in alignment with current government thinking against previous emphasis on limited solutions targeted at individual hot spots of poor air quality.

Air quality assessment work in Wychbold has also confirmed that Government's annual health objectives for Nitrogen Dioxide emissions are exceeded along the A38 for many properties in Wychbold. Officers are currently working on declaration options for the council to consider in November 2017. In Port Street, Evesham however, the situation has improved sufficiently for WRS to be in a position to recommend revocation of the AQMA in that location. It follows an assessment of the monitoring results for the last ten years where there has been few exceedances and a continuing downward trend.

Contaminated land

WRS plan to undertake a detailed study of methane gas control at the Pinches Landfill site in late 2017 early 2018

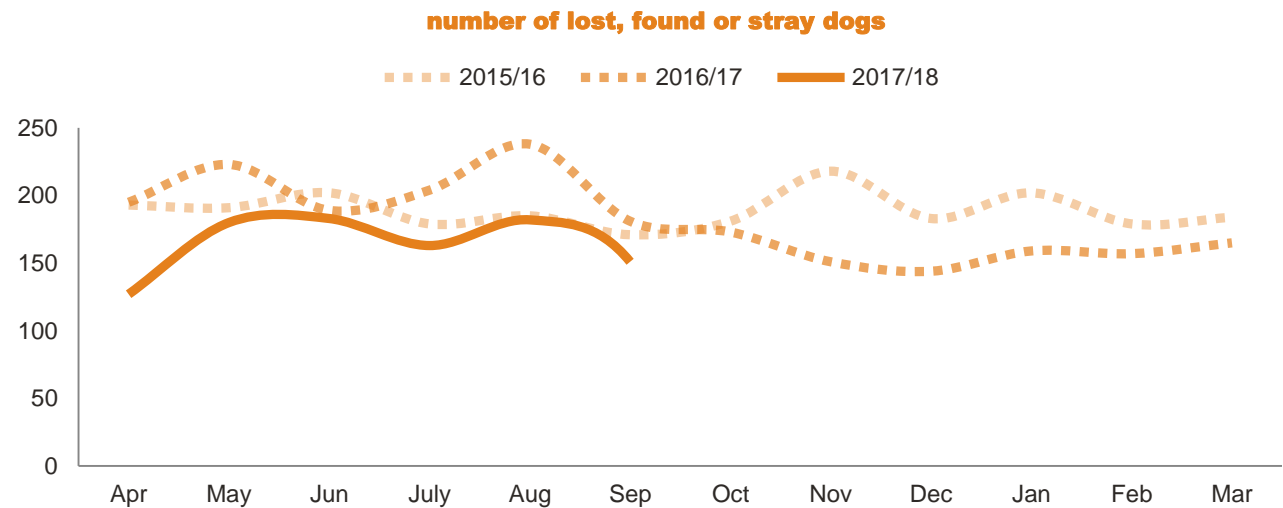
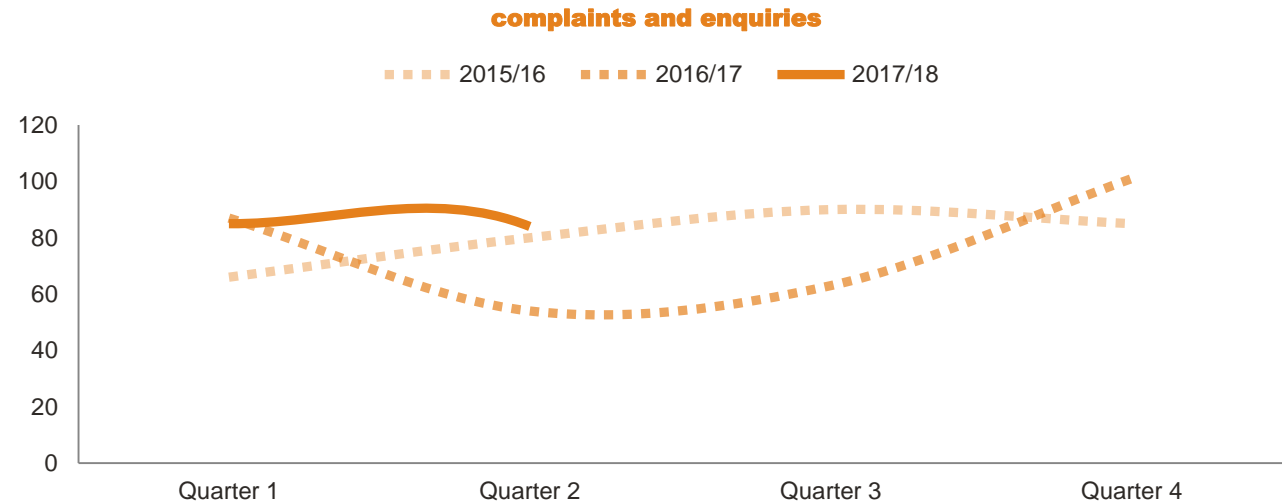
# Dog Control

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.*

*Historically, the general trend in numbers of stray dogs reported is reducing and this would appear to continue this financial year. In order to ensure we are utilising Officer's full capacity with reduced stray numbers, we have been exploring the provision of dog services to other public organisations such as social services and housing associations. We have been asked to collect, detain, kennel and rehome dogs during this period which is reflected in the increase in service request numbers. There is currently no discernible difference between the numbers of service requests this quarter. This is an area of work which we are looking to increase over this financial year.*



# Environmental Permitting

## Worcestershire

WRS has seen a increase in the interest in the installation of SWIPS (Small Waste Incineration Plant) on waste management sites. It is anticipated that the increase is due to the landfill tax cost of disposing of contaminated waste wood. There is 1 operational SWIP in Worcestershire and it is forecast that a further 3 will be installed in coming months at waste management sites

Officers have been reviewing all Di-isocyanate processes in Bromsgrove and Redditch area over the summer period and confirm that the work to reduce their environmental burden continues. Other companies investing in cleaner technology are Automated Packaging of Worcester, who recently purchased a new solvent recycling machine which will guarantee the company future compliance with fugitive solvent emission targets.

WRS are currently working with 2 International companies on developing Primary Authority relationships that are permitted in Worcestershire (Cemex and Wienerberger). If successful it is anticipated that this will be the first agreements in this regulatory sector outside of the simpler Petroleum process regulation.

## Gloucester City

WRS continue to deliver Gloucester Permitting work and are pleased to confirm that officers have brought Avon Metals into compliance following intense partnership working with the company over the last 2 years. Gloucester has requested WRS continue the current working arrangements for permitting inspection and administration on their behalf until at least the end of the financial year.

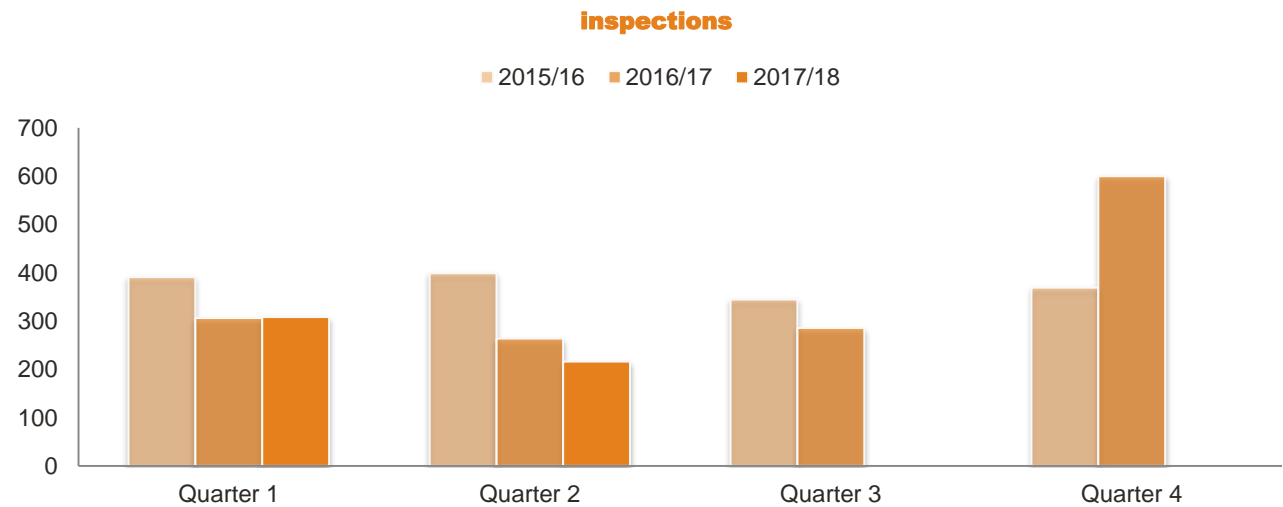
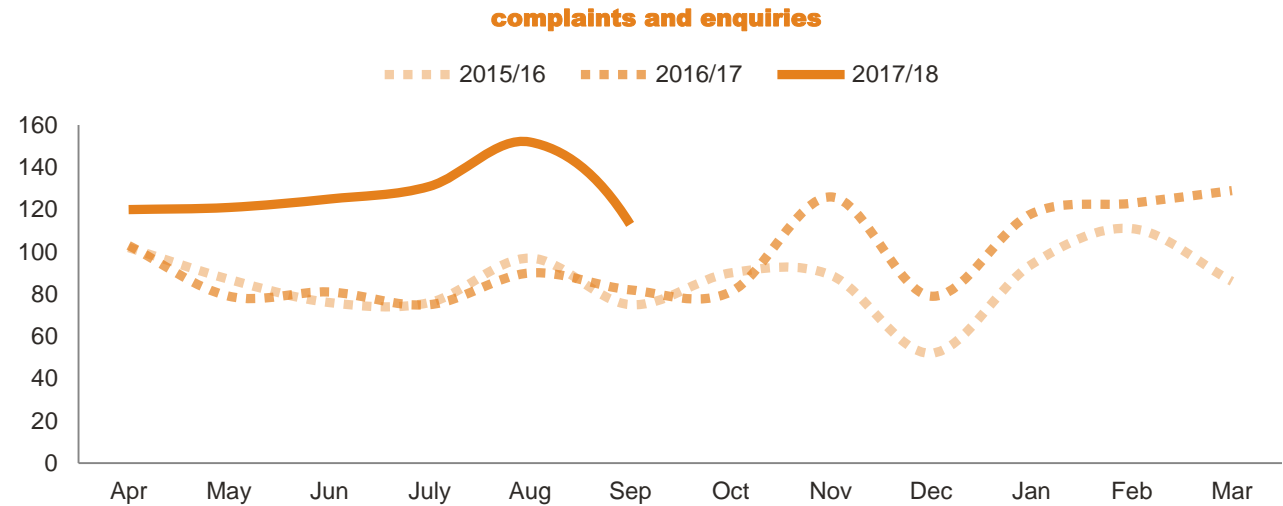


# Food Safety

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*

*Q2 saw a spike in the number of food safety cases received by WRS which remain significantly above the numbers received in previous years. This, along with the large volume of work in relation to nuisance being carried out, meant that the service was able to undertake only a limited volume of routine food hygiene interventions during the quarter.*

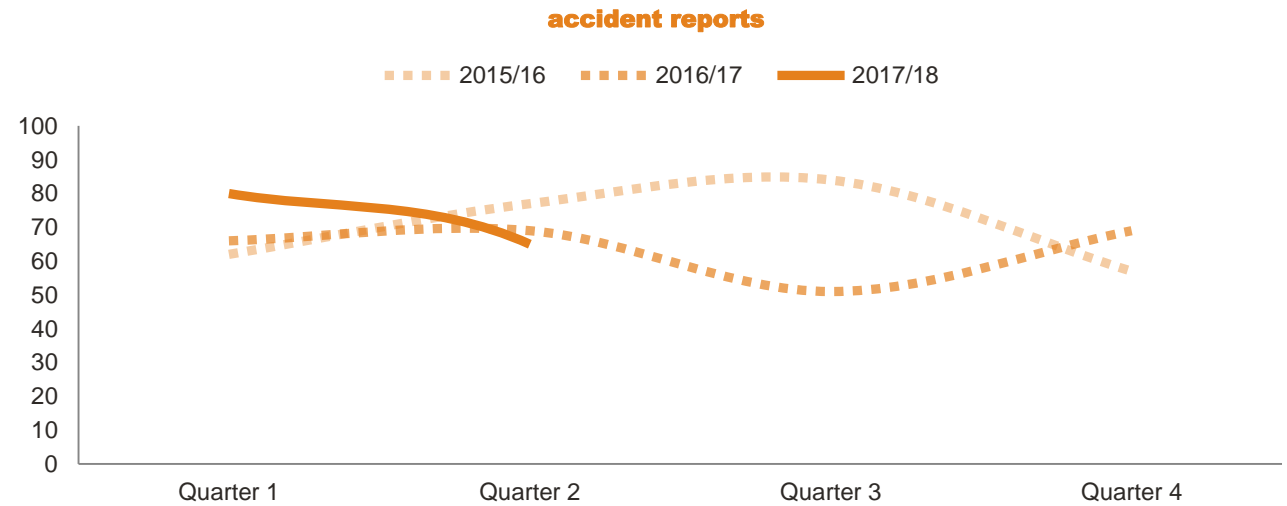
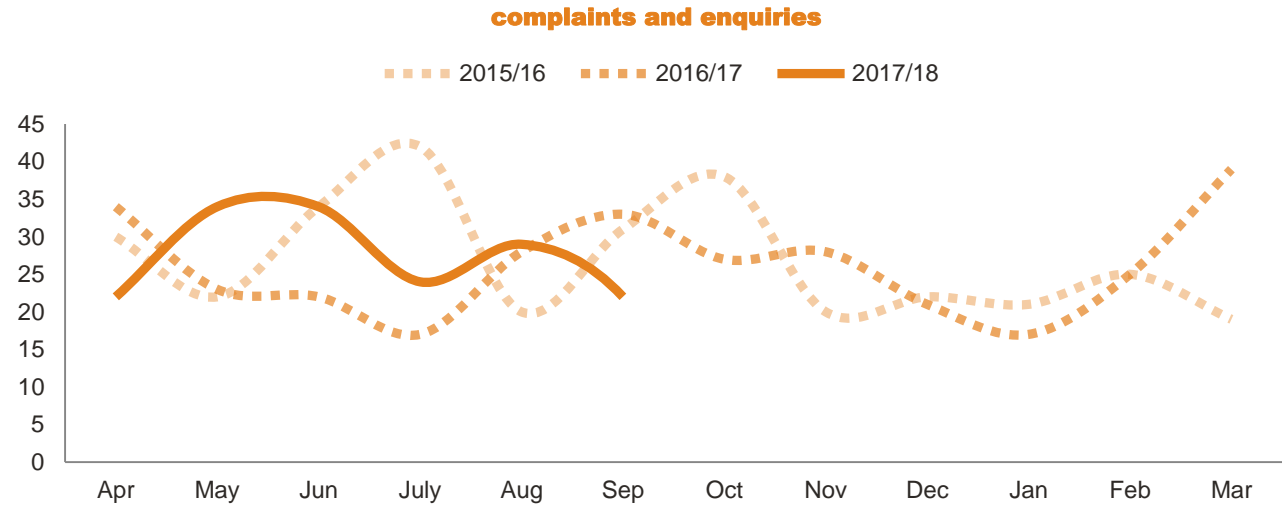


# Health and Safety

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

*During Q2, WRS recorded 140 cases relating to health and safety. Enquiries were slightly down whilst the number of complaints remains fairly consistent. The service continues to investigate a number of serious accidents occurring at some high profile businesses with several subject to formal proceedings.*

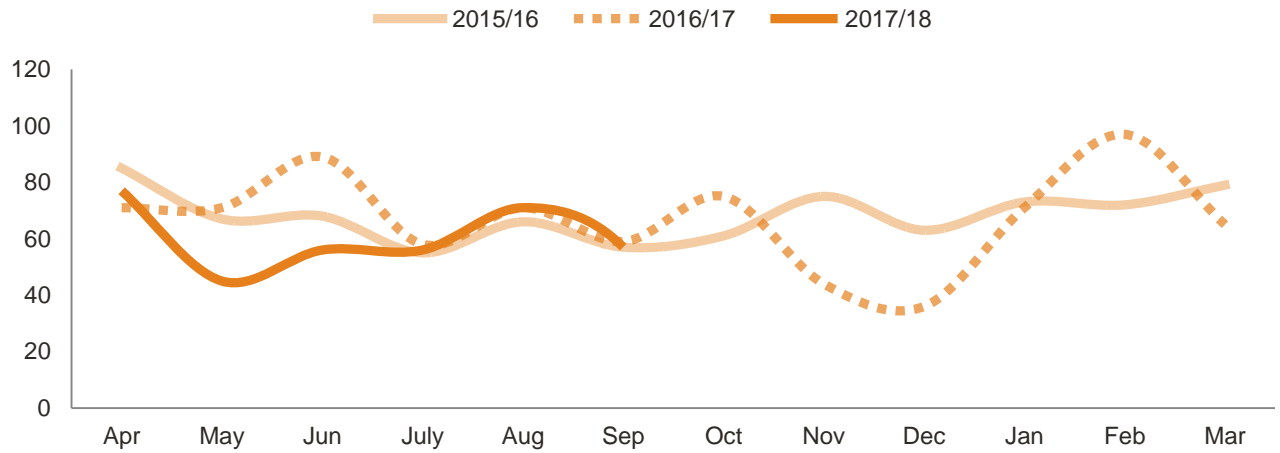


# Information Requests

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

*This area of work is completely reactive, although there has been a drive to proactively publish information held by WRS on our website, so enquirers are directed there in the first instance. A review of FOIs will be undertaken this year to identify commonly requested datasets so that where possible they are published ahead of requests being received.*

# Licensing

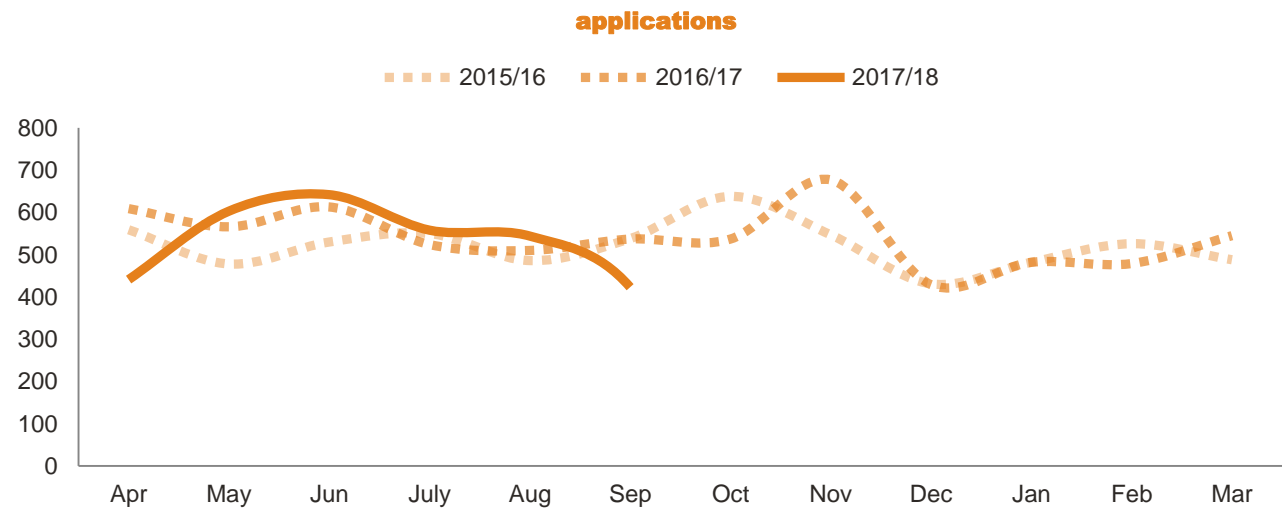
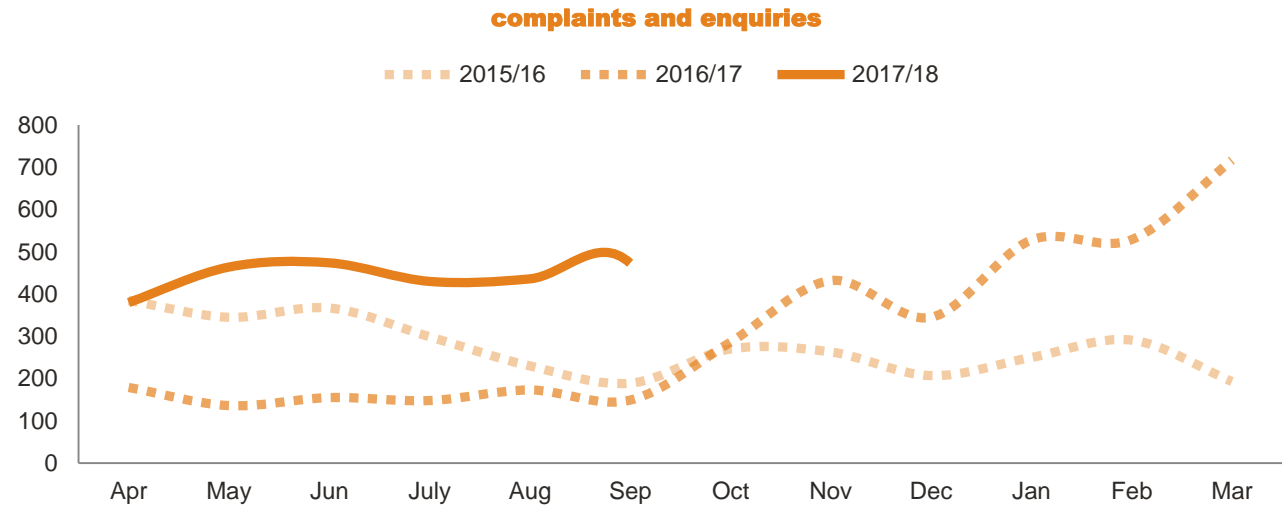
The chart (top right) shows the number complaints and enquiries recorded by WRS over a three year period relating to licensing. The chart (bottom right) shows the number of licensing applications.

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*

*Licensing has continued to undertake it's duties in relation to all licensing matters with the first two quarters of 2017/18 being ebasier than last year; more so with regards to Service Requests. We have seen increases in both the number of licences and the number of enquiries that we deal with on a daily basis. In particular, and as previously reported in Q1, the normal spike in the number of Temporary Event Notices hit the service a little earlier this year and data in Q2 shows the trend continued through the summer until tailing off around mid to late September.*

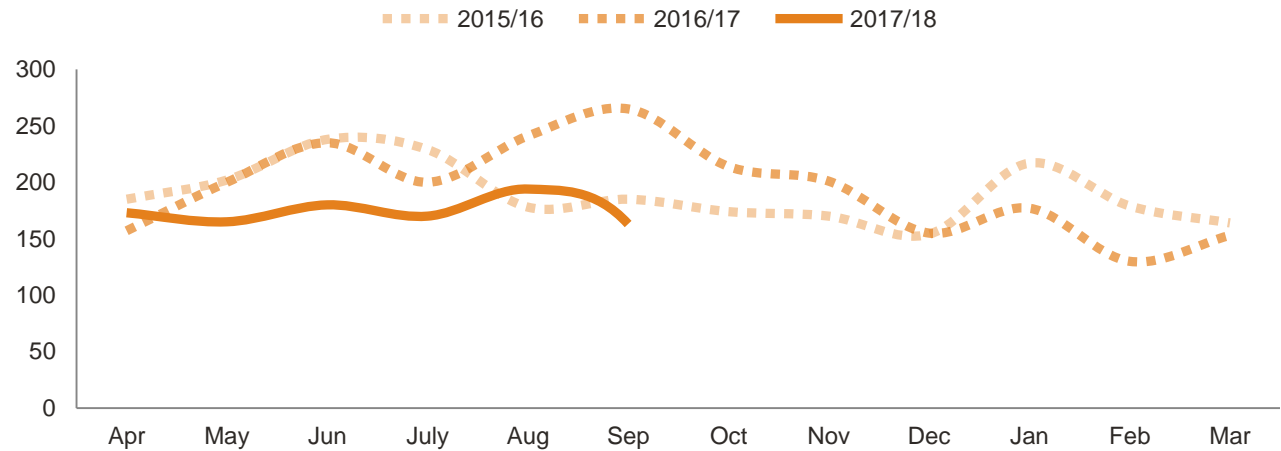


# Planning

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

WRS have published the first draft of its technical guidance (environmental) note for planners. The Supplementary Planning Document (SPD) covers all aspects of environmental impact associated with development control. Heads of Strategic Planning have initially welcomed the guidance but indicate that some work will be required to prepare the final document to a format that may be adopted by the partners. The document in non SPD format is currently available on WRS website:

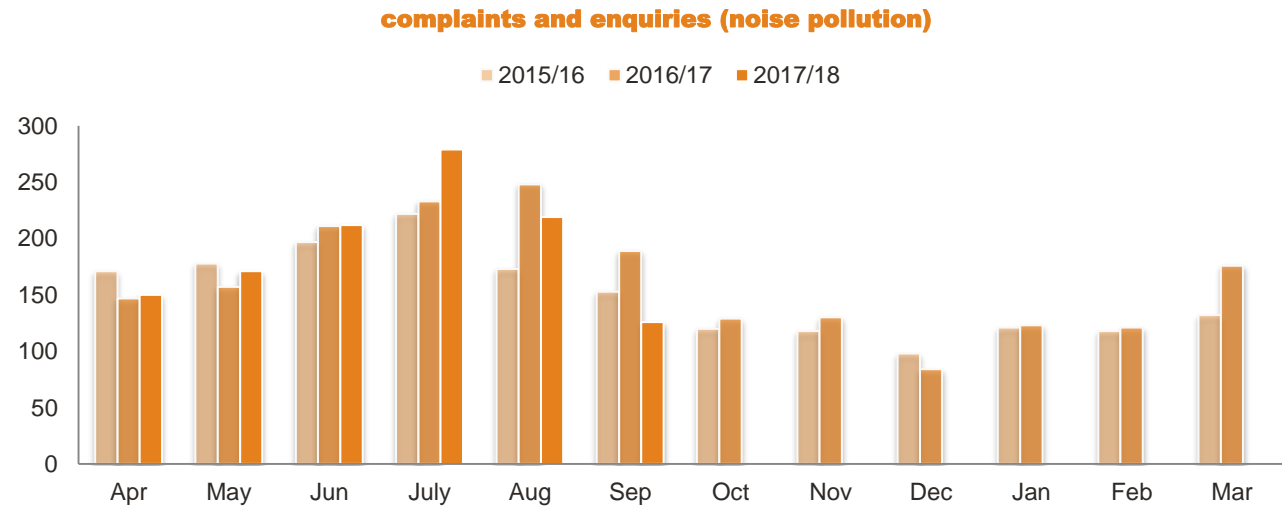
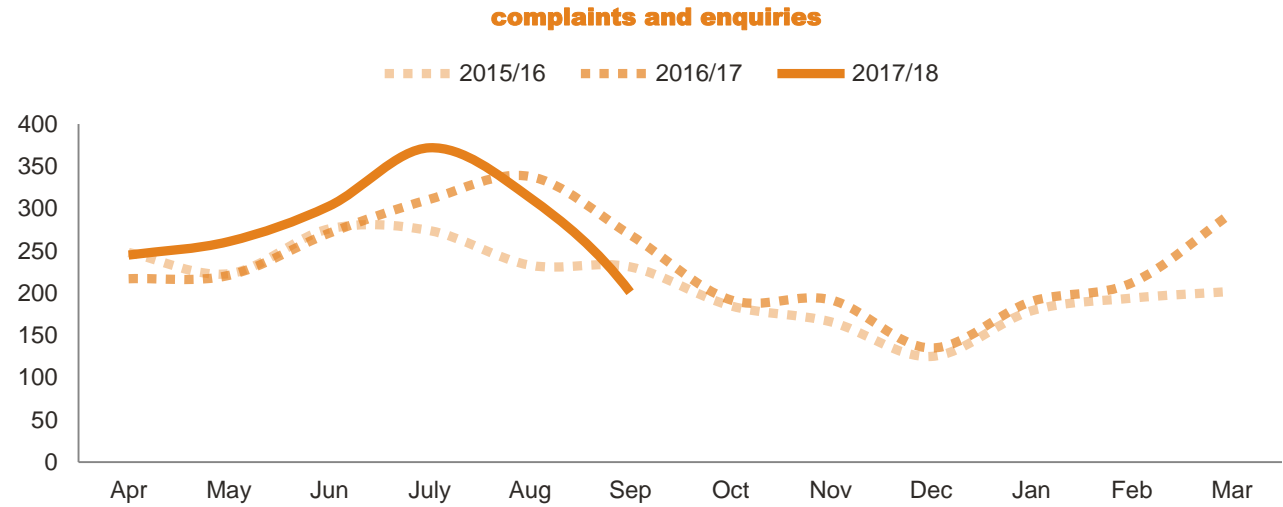
<http://www.worcsregservices.gov.uk/media/3261881/WRS-technical-guidance-document-for-Planning-V4.pdf>

# 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.

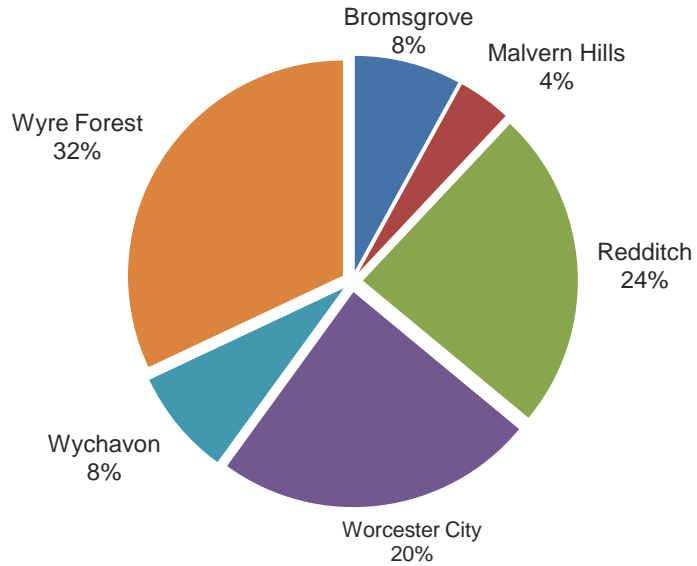
### Comments

*The good weather during late May and June created an early spike in workload that continued to peak through July. The weather turned worse towards the beginning of the school holidays and whilst August was not a complete washout the weather was not the norm for the season. This is in some ways fortunate for service delivery as the July peak exceeded the highest point in the previous two years. This peak in demand together with the number of complex cases demanding a high level of resource meant that additional support in the form of temporary staff had to be brought in towards the end of the quarter to help maintain performance.*



# 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 (%)
Blakebrook And Habberley South	32	9,000	0.36%
Greenlands	30	9,122	0.33%
Bewdley And Rock	28	8,542	0.33%
Cathedral	28	10,835	0.26%
Batchley And Brockhill	26	8,553	0.30%
Bedwardine	24	8,279	0.29%
Central (Redditch)	20	6,494	0.31%
Mitton	19	9,752	0.19%
Foley Park And Hoobrook	18	9,914	0.18%
Broadwaters	18	9,108	0.20%
Abbey	18	6,197	0.29%
Upton And Hanley	18	4,186	0.43%
Franche And Habberley North	17	9,783	0.17%
Bengeworth	17	6,793	0.25%
Arboretum	17	6,195	0.27%
Warndon	16	5,934	0.27%
Areley Kings And Riverside	15	8,261	0.18%
Aggborough And Spennells	15	8,685	0.17%
Saint Stephen	13	5,233	0.25%
Nunnery	13	8,087	0.16%
Astwood Bank And Feckenham	13	6,042	0.22%
Sanders Park	13	3,463	0.38%
Belbroughton And Romsley	13	6,534	0.20%
Droitwich East	12	5,554	0.22%
Winyates	12	8,360	0.14%

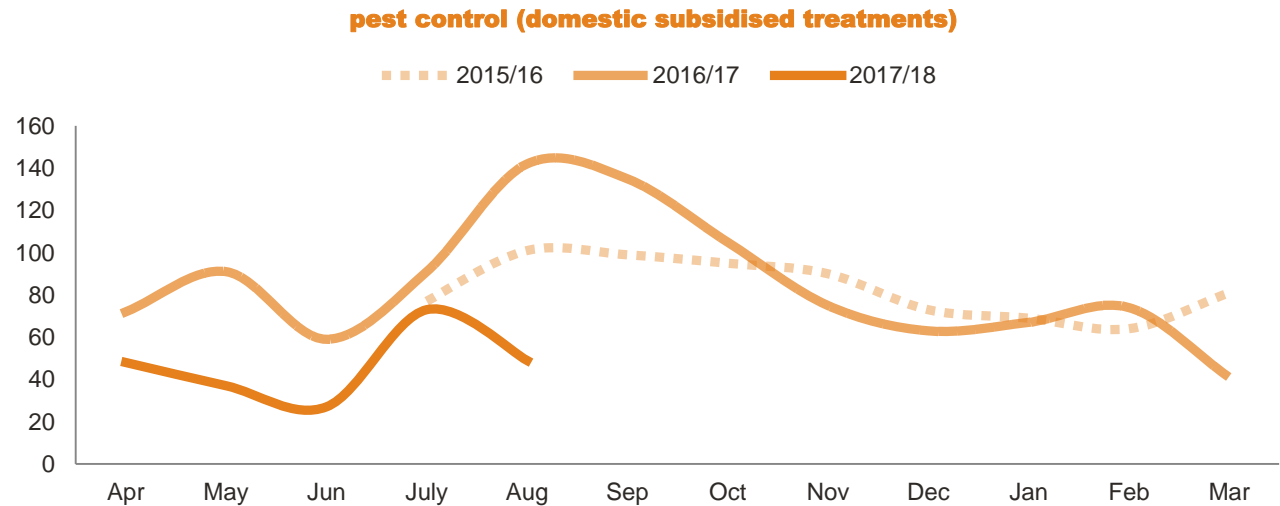
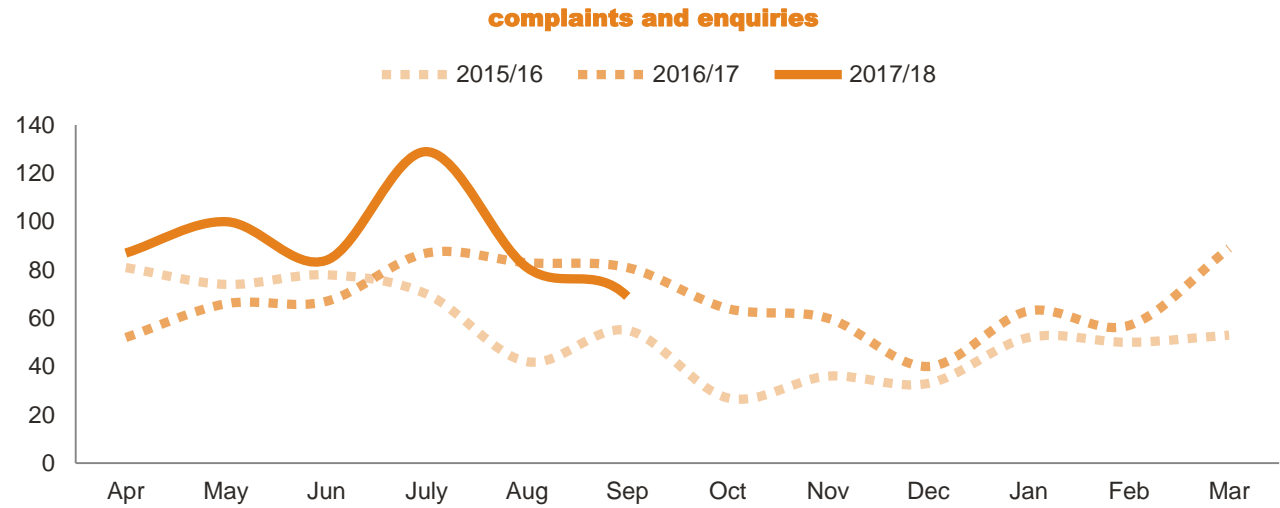
# Public Health

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 in four Worcestershire Districts (Bromsgrove, Redditch, Wychavon and Wyre Forest). Malvern Hills and Worcester City do not offer subsidised pest control service.

### Comments

Numbers of treatments undertaken as part of the subsidised service are predicted to be much lower for 2017/18 following the withdrawal of free rat treatments to all residents in March 2017. All treatments for all Districts are now subject to qualifying criteria (that they are in receipt of specified benefits) for a restricted number of pest types. For full details visit the WRS website.

Domestic treatments data for September is currently unavailable as WRS are still awaiting responses from the pest control companies.

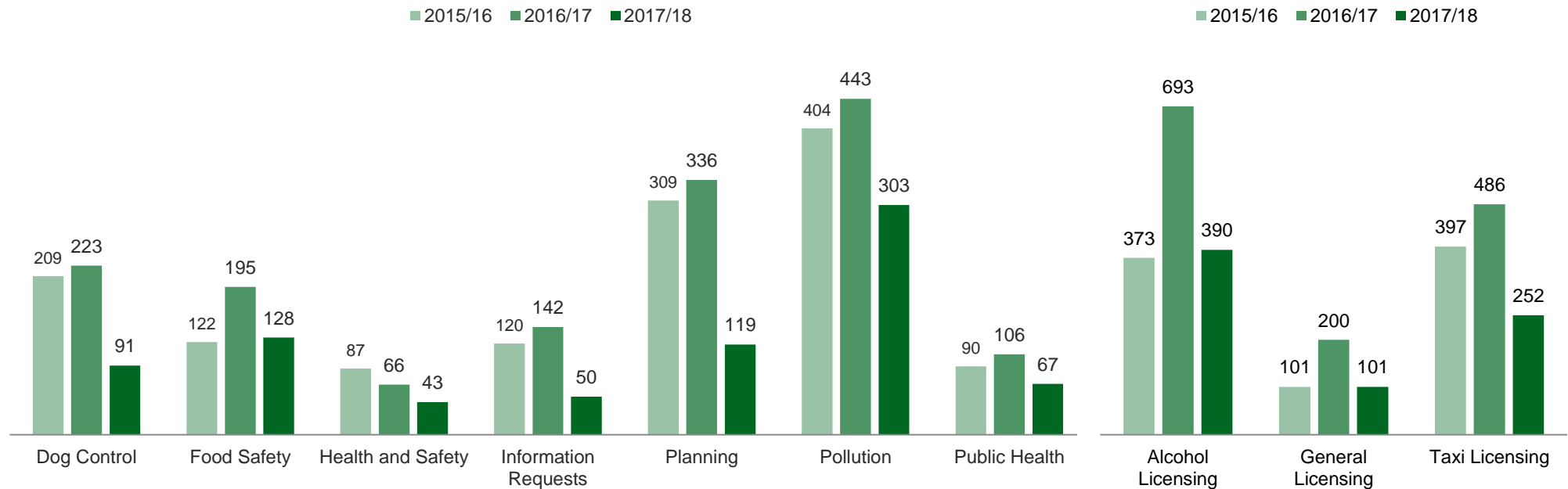
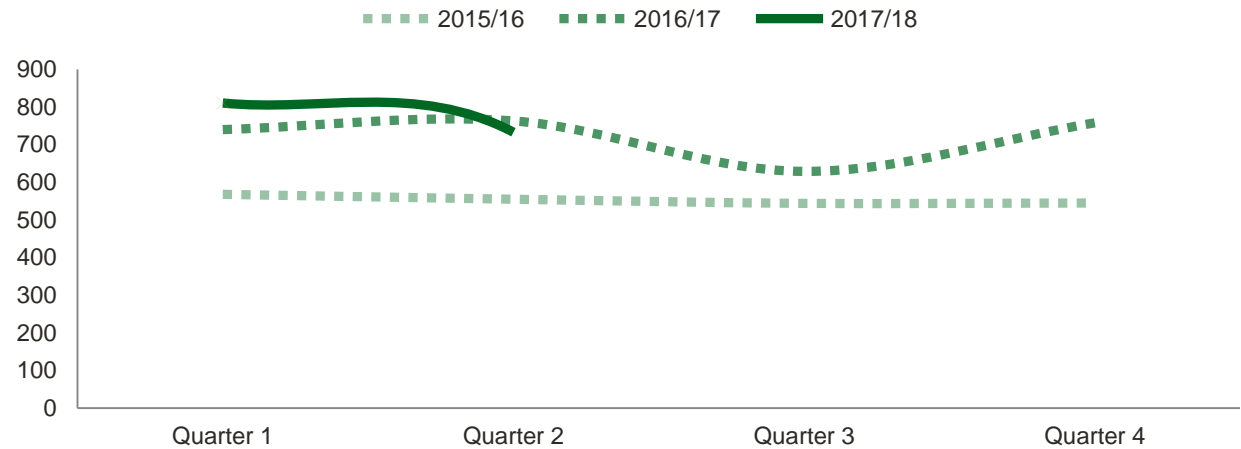






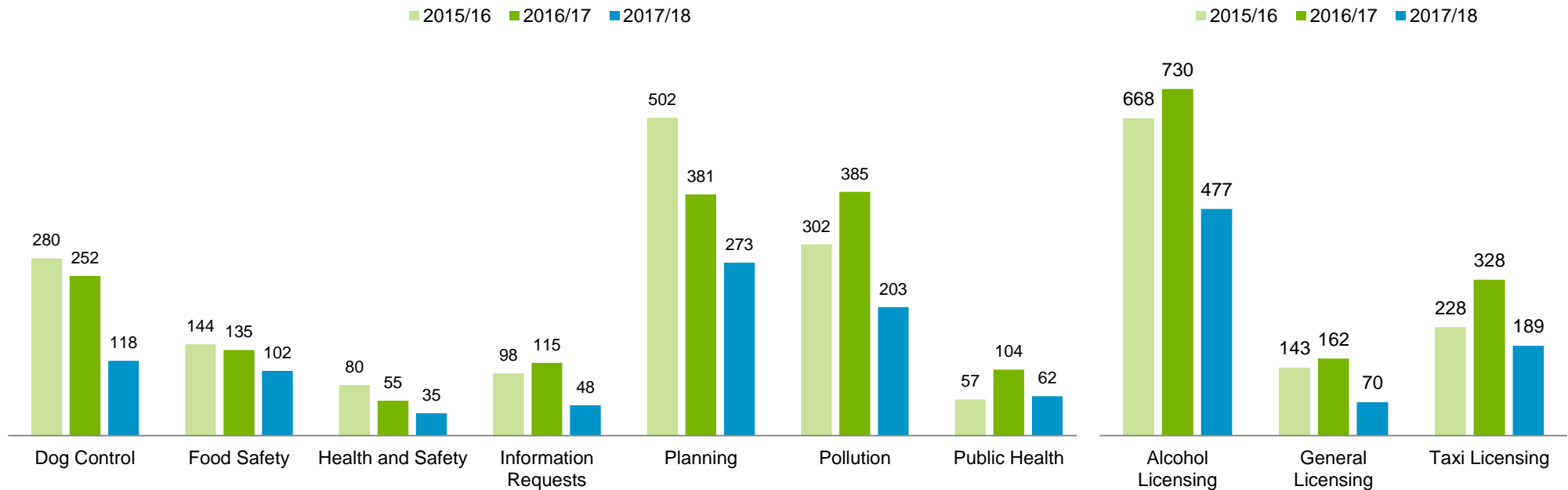
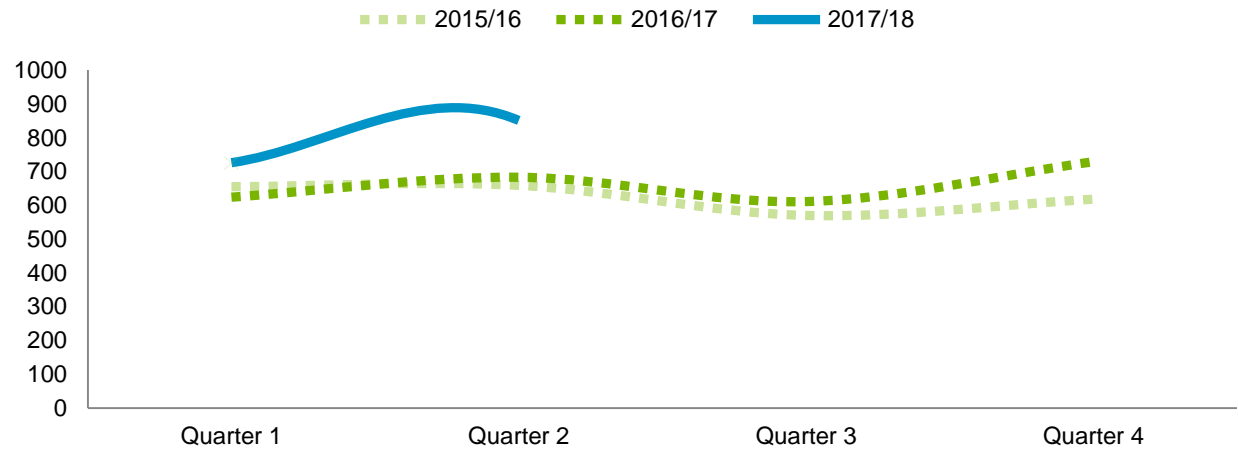
The data on this page relates to **Environmental Health** and **Licensing** complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of **Bromsgrove**.

*Note: The charts (below) show the total number of cases recorded against each of the main functions undertaken by WRS. Whilst the totals for 2015/16 and 2016/17 reflect the entire financial year, the total for 2017/18 is a 'year to date' figure and will continue to increase each quarter until the end of year report is published.*



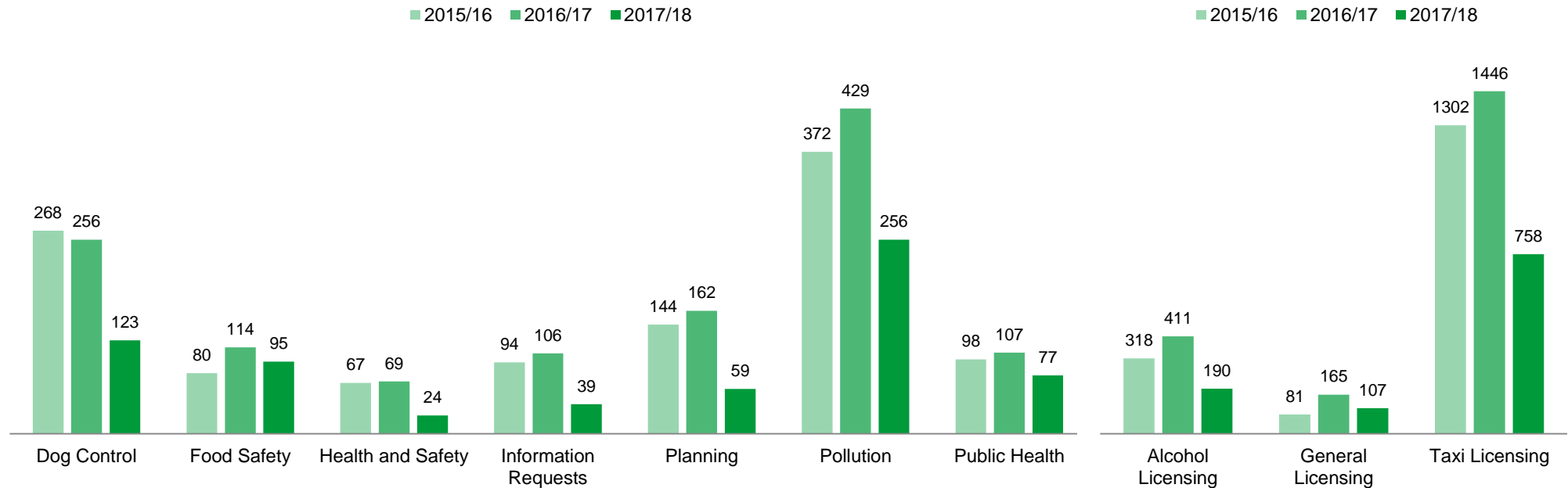
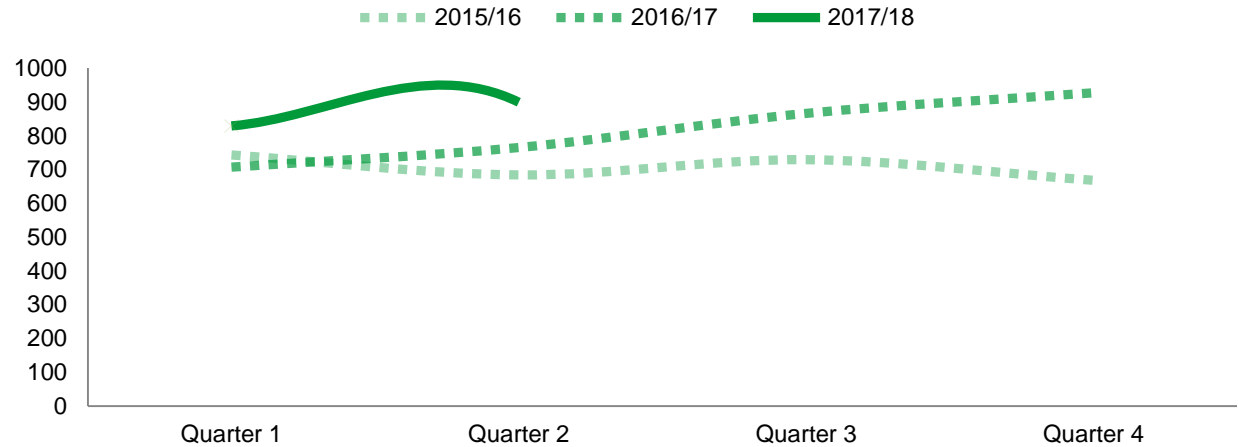
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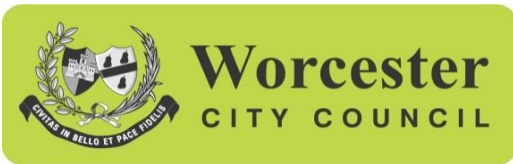
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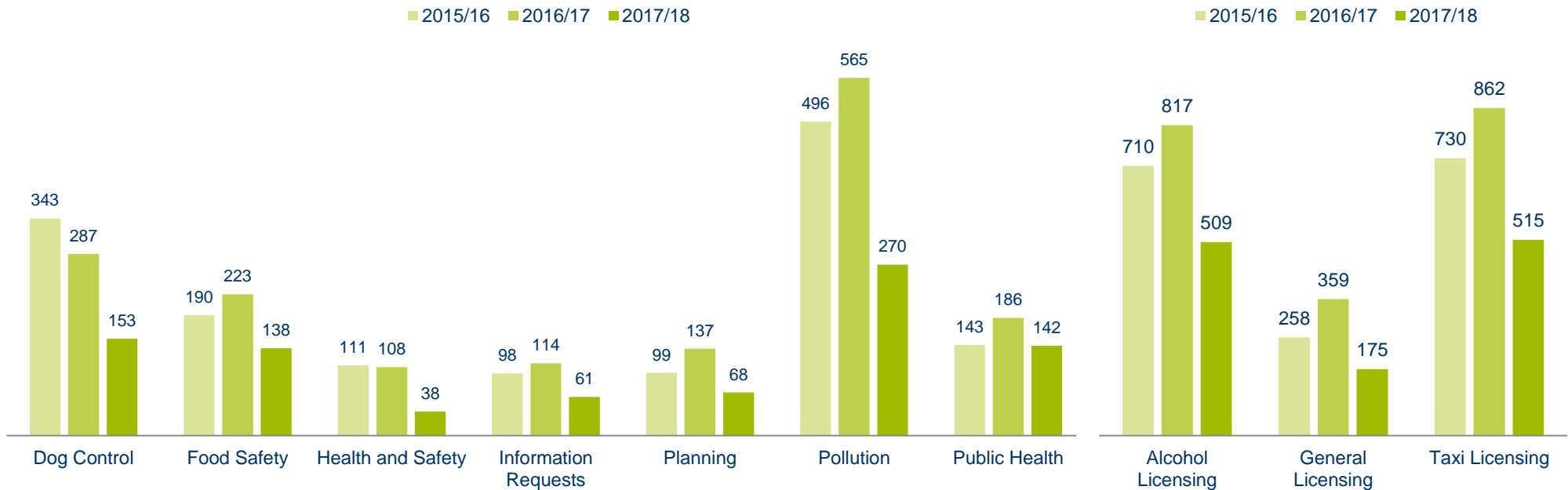
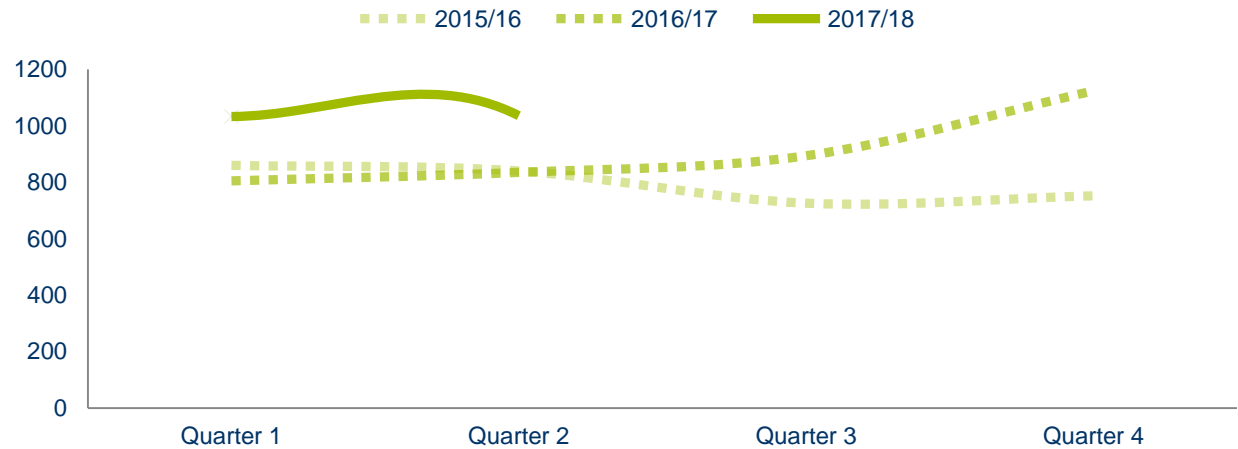
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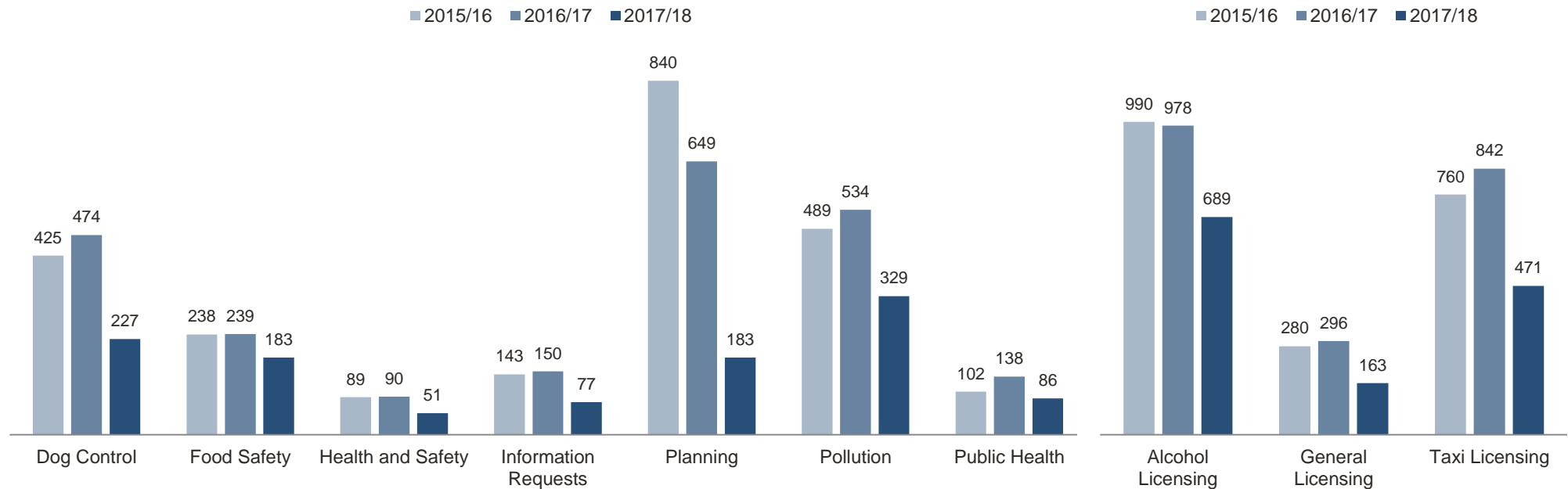
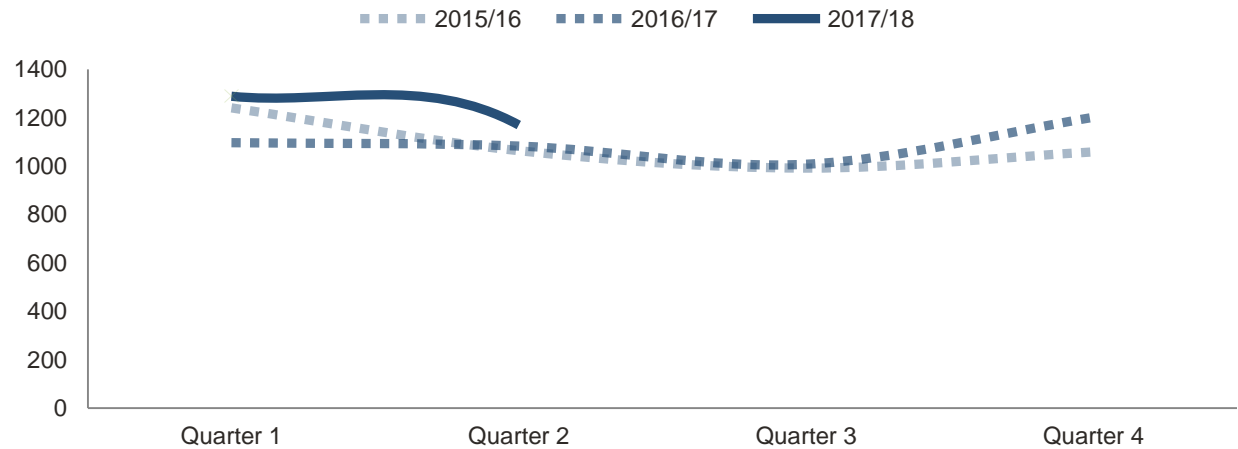
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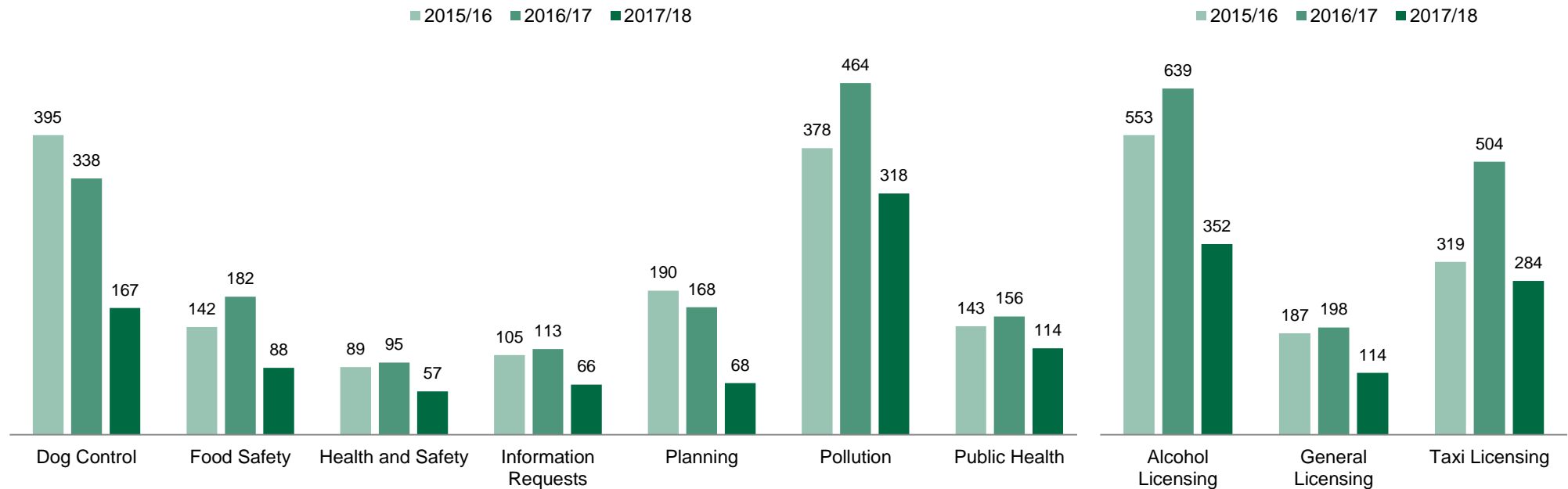
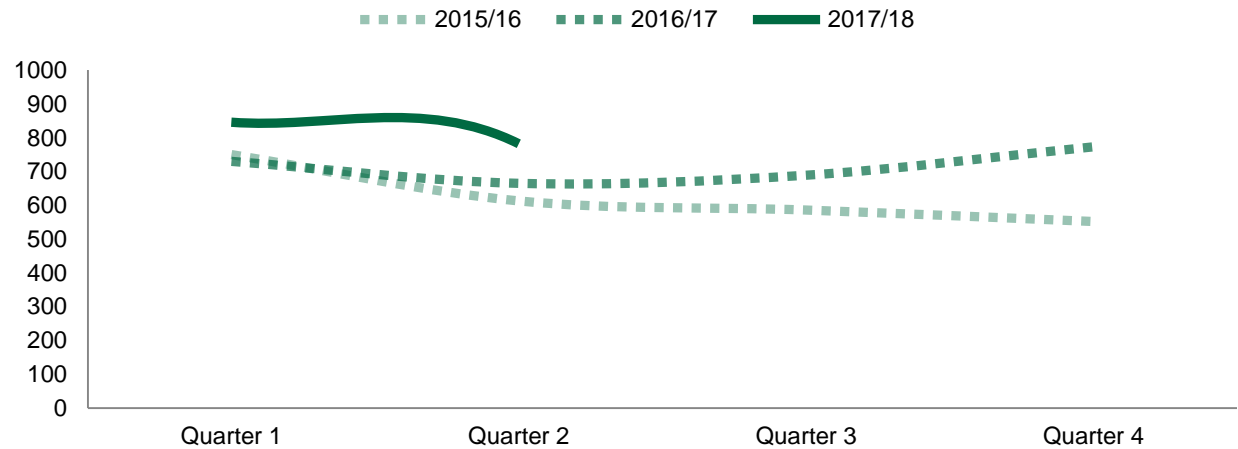
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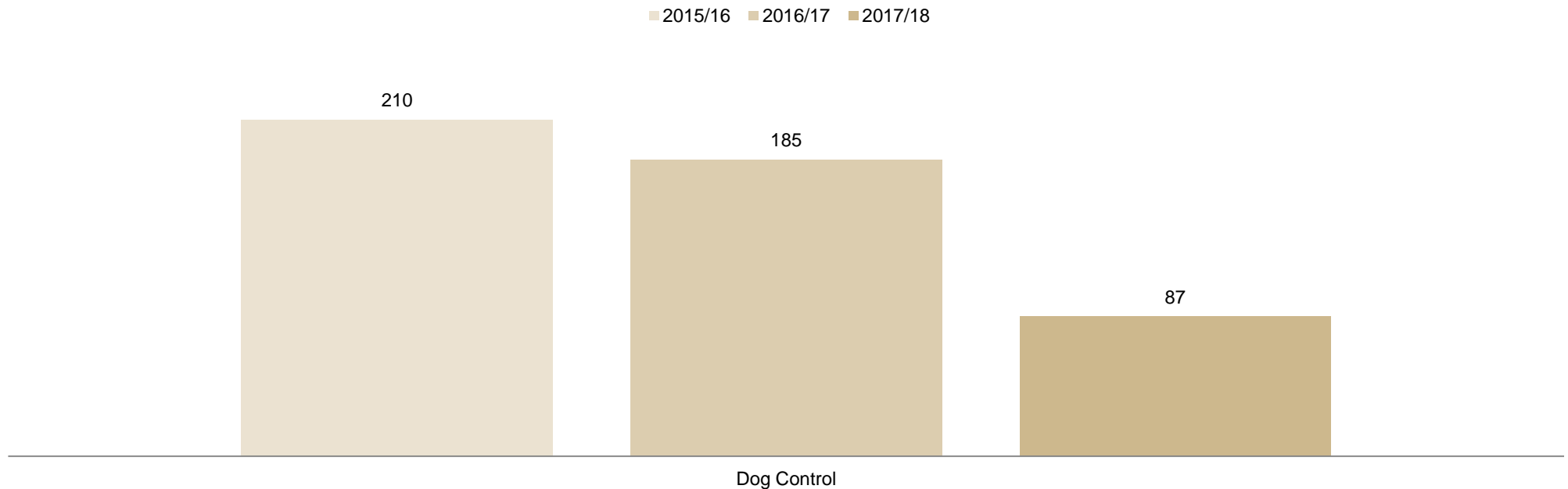
# Cheltenham Borough Council



The dog control work WRS undertake for Cheltenham Borough Council is part of a three year contract with two other Gloucestershire authorities (from 2017) to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was renewed following delivery by WRS for the previous 3 years and has been highly successful in reducing stray dog numbers for Cheltenham Borough Council, utilising existing WRS resource and expertise. Such arrangements enable economies of scale to be realised and the continued retention of valuable assets to the benefit of Partner Authorities.

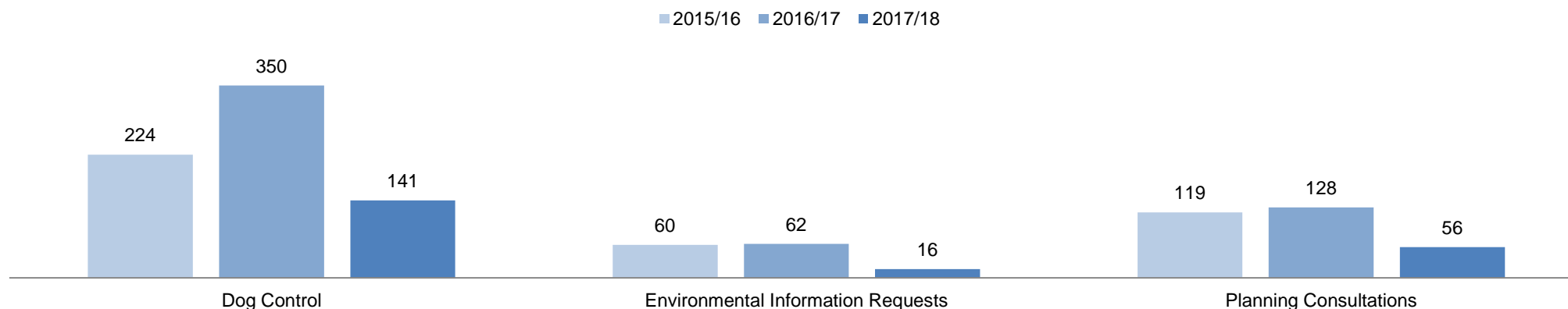
The numbers of stray dogs are reducing annually as is consistent with trends in Worcestershire.

*Note: The chart (below) show the total number of cases recorded against the function undertaken by WRS. Whilst the totals for 2015/16 and 2016/17 reflect the entire financial year, the total for 2017/18 is a 'year to date' figure and will continue to increase each quarter until the end of year report is published.*



The dog control work WRS undertake for Gloucester City Council is part of a three year contract with two other Gloucestershire authorities (from 2017) to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was renewed following delivery by WRS for the previous 3 years and has been highly successful in reducing stray dog numbers for Gloucester City Council, utilising existing WRS resource and expertise. Such arrangements enable economies of scale to be realised and the continued retention of valuable assets to the benefit of Partner Authorities. As with other Gloucestershire and Worcestershire authorities the numbers of stray dogs are reducing annually. The number presented here shows the numbers in 2015/16 were particularly low. Gloucester City changed their procedures during that year whereas previously dogs were automatically returned to owners for free where the owner could be easily identified and found. Only where this could not be done were the dogs recorded as strays and passed to WRS (at which point are recorded by WRS). It is anticipated that this year numbers of stray dogs will be lower than last year's high and will continue to drop as the message gets about that it costs to get your dog back if you let it stray and those owners who refused to pay had their dogs rehomed. Unlike Worcestershire, for Gloucester City Environmental Information requests are lower than previous years. Whilst requests for advice on Planning Consultations (for Contaminated Land) were initially higher than previous years in Quarter 1, due to internal changes, there was a breakdown in work being passed to WRS in a timely manner. Consequently whilst it looks like numbers are down it is anticipated they will increase for Q3 to begin to match last year again. In addition to the above we also undertake some Environmental Permitting work for Gloucester that is part of their ongoing inspection programme. During this period WRS continued to provide advice and assistance with a Metal Processing facility that presented significant noise and odour issues to local residents and Gloucester have agreed to WRS completing all other inspections due this year.

*Note: The chart (below) show the total number of cases recorded against each of the functions undertaken by WRS. Whilst the totals for 2015/16 and 2016/17 reflect the entire financial year,*



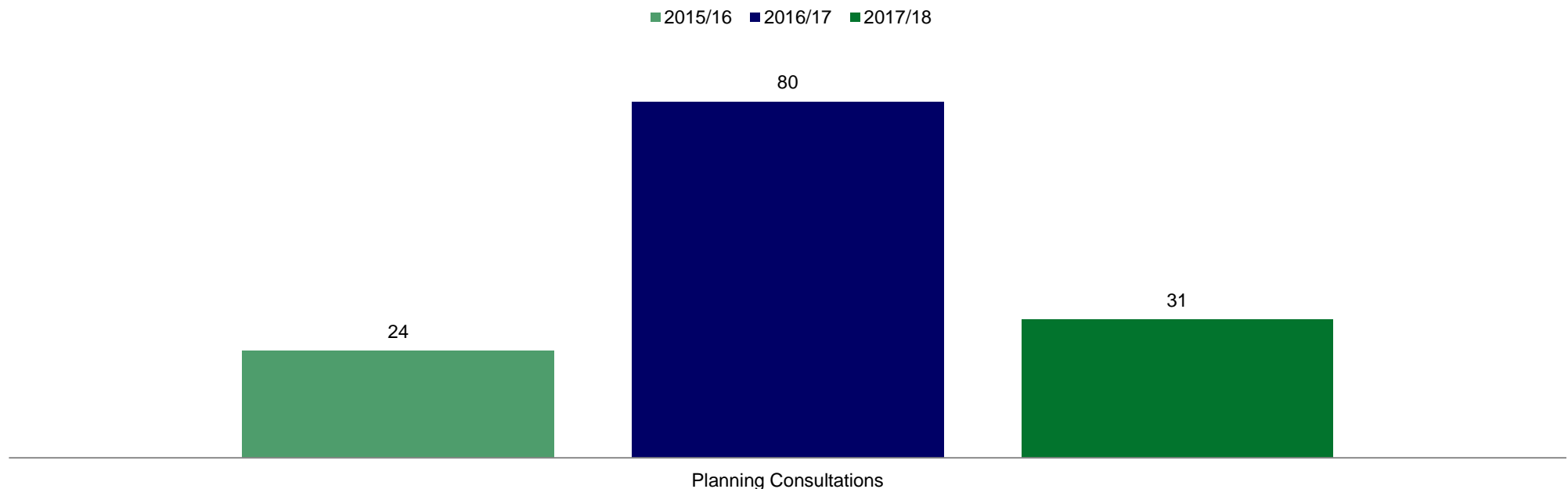


# South Gloucestershire Council



South Gloucestershire being located on the outskirts of Bristol was subject to significant contaminative industries and activities historically. Pressures on brownfield development recently have presented the authority with a large volume of planning applications on significantly contaminated and complex sites. For a number of years now WRS has been asked to assist with this work focusing on the complex sites, so whilst numbers of referrals remain low (and lower than last year) they continue to be time consuming and complex. The expertise the Partner Authorities pooled with the formation of WRS has enabled us to provide a high standard of service during this period.

*Note: The chart (below) show the total number of cases recorded against the function undertaken by WRS. Whilst the totals for 2015/16 and 2016/17 reflect the entire financial year, the total for 2017/18 is a 'year to date' figure and will continue to increase each quarter until the end of year report is published.*



The dog control work WRS undertake for Tewkesbury Borough Council is part of a three year contract with two other Gloucestershire authorities (from 2017) to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was renewed following delivery by WRS for the previous 3 years and has been highly successful in reducing stray dog numbers for Tewkesbury Borough Council, utilising existing WRS resource and expertise. Such arrangements enable economies of scale to be realised and the continued retention of valuable assets to the benefit of Partner Authorities. As predicted, the number of dogs collected or reported as strays are significantly lower than previous years. This follows the national trend in dogs being reported to Dog Wardens as discussed previously. The number of planning applications that WRS are requested to provide nuisance or air quality advice on continue to be high. If the current numbers referred to WRS continue at this rate, it will be far higher than last year at 376 applications.

*Note: The chart (below) show the total number of cases recorded against each of the functions undertaken by WRS. Whilst the totals for 2015/16 and 2016/17 reflect the entire financial year,*

