

WRS Board

15 February 2018

Activity and Performance Data Quarter 3

Recommendation

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

Background

This report covers the third quarter of 2017/18.

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

Contribution to Priorities

Previously, 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. This has been continued since the move to the Board on 1st April 2016.

Report

Activity Data

Licensing and environmental health nuisances continue to provide greatest demand for the service which is understandable given their high profile and direct impact on the public.

The report continues to provide a detailed outline of work done by the Community Environmental Health teams.

With one quarter left of the year the total number of food safety cases in Malvern Hills, Redditch and Wychavon has already surpassed the totals for the previous two years. Whilst this does not indicate an increase in non compliance it does reflect an increase in food safety enquiries from businesses and the general public and a review of such cases may identify opportunities to reroute customers to alternative channels.

The continuation of relatively high levels of nuisance work carried into Quarter 3, the high number of complex legal cases under investigation, the resignation of a member of staff to take up a new post and the number of staff on long-term sick leave has provided a challenge to resources in Quarter 3. We retained the services of our temporary workers to 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 served to keep us on track to achieve what is needed during the second half of the year. This continues to be affordable due to our ongoing income generation activity and will not require additional funding from partners. Our ability to respond to this situation highlights both the limit of our own capacity but also how flexible the income generation strategy has made our ability to respond.

The change in weather in the Autumn caused nuisance complaints to return to the usual levels through October and November although a large number were carried forward from the summer months. Hence the need (as mentioned above) to bring in resource to conclude these investigations and complete the proactive work programme.

As members will see the number of planning consultations fell off slightly during Quarter 3. The Technical Services team used this as an opportunity to commence some significant Air Quality projects and to service high levels of demand from clients outside of Worcestershire.

The report continues to show the falling trend in dog control issues across Worcestershire and we explained that this has been achieved by taking action to re-home persistent strays and working with owners to achieve better control, alongside communities and individuals setting up their own ways of identifying strays and getting them back to their owners. This continues to allow us to offer dog warden services more widely and we have been very successful during this period in supplying dog related work to other organisations with our kennelling partners.

Licensing applications again spiked through October and November, though overall numbers followed the trend of previous years. Service requests and enquiries have remained higher than previous years.

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

Performance

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

Customer satisfaction was recorded at 77.5%% for Q3 which is very slightly below last year's out-turn of 78.9%. For business satisfaction we are slightly up on last year's out-turn (97.1%) at 97.6%. The proportion of people who feel better equipped to deal with problems for themselves in future is up on the out-turn for 2016/17 (73.8%) at 74.1%%.

Staff sickness is higher than in previous years at 6.27days per FTE. A large contributing factor to this has been a number of longer term health issues.

Numbers of complaints against the service remain low but did increase with 9 in the third quarter taking the total to 18; however they remain significantly exceeded by 37 compliments taking that total to 112.

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	71.7%	75.6%	77.5%	
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	98.4%	97.7%	97.6%	
3. % businesses broadly compliant at first assessment/ inspection	Annually	NA	NA	NA	
4. % of food businesses scoring 0,1 or 2 at 1 st April each year	Annually	NA	NA	NA	
5. % of applicants for driver licenses rejected as not fit and proper Number of applicants refused, by district, and percentage those drivers represent of the total driver numbers in the County	6-monthly	NA	81% NB: all other licenses in this category that fell due for renewal within the period were issued before the expiry of existing licenses	NA	
6. % of vehicles found to be defective whilst in service Number of vehicles found to be	6-monthly	NA	Total number of vehicles countywide: 1484 Number of vehicles suspended during Q1 and Q2 21	NA	

defective by district and the percentage this represents of the fleet county-wide			Bromsgrove 9 Redditch 3 Worcester City 8 Wychavon 1 Percentage 1.42% of fleet.		
7. % of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	72.5%	73.3%	74.1%	
8. Review of register of complaints/compliments	Quarterly	3/32	9/75	18/112	
9. Annual staff sickness absence at public sector average or better	Quarterly	1.19	3.77	TBA	
10. % of staff who enjoy working for WRS	Annually	NA	NA	NA	
11. % of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	NA	District % Bromsgrove 4.7 Malvern Hills 3.2 Redditch 7.0 Worcester City 3.7 Wychavon 2.9 Wyre Forest 5.8 Worcestershire 4.3	NA	
12. Rate of noise complaint per 1000 head of	6-monthly	NA	District Rate Bromsgrove 1.98	NA	

population			<p>Malvern Hills 1.62</p> <p>Redditch 2.34</p> <p>Worcester City 1.99</p> <p>Wychavon 1.75</p> <p>Wyre Forest 2.3</p> <p>Worcestershire 2.01</p>		
13. Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA	5.2% £158,000 as a proportion of £3,025,000	NA	
14. Cost of regulatory services per head of population (Calculation will offset income against revenue budget)	Annually	NA	NA	NA	