

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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REDDITCH BOROUGH COUNCIL  
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**Worcester**  
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**Wyre Forest**  
District Council

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# Foreword

Welcome to the third set of activity data for 2017/18. As you saw last time, the first half of the year has been very busy with very high numbers of nuisance cases. This quarter, food and public health cases remained high for a time before falling to match other areas of work following the seasonal norm of a downward trend going into the winter months. During Q3 we had additional help to deal with the back-log of routine work and pick up on some overdue visits identified during the Food Standards Agency audit. If budgets allow, we may retain this resource until the end of the financial year to ensure we achieve the targets we set ourselves. Members will see that there are still a significant number of food visits required before April.

The Dog Control graphs make good reading, showing as they do the year on year reduction in strays and dog issues. This is achieved by the partners having a robust policy approach to those who allow their dogs to stray, especially those who persistently manage to lose their dogs. We have taken this approach into the contracts we've taken on for providing dog warden services for authorities outside of Worcestershire and hopefully they too will start to see the benefits. If you've any questions about the overall figures or figures for your won district please contact either myself or the relevant Team Manager.



Simon Wilkes  
Head of Regulatory Services

# WRS Headlines

## Quarter 3

### Licensing Update

The Licensing Team launched a pre-application assistance service this quarter. The pre-application service aims to assist applicants when dealing with Councils and help take the headache out of submitting licensing applications. We can determine the correct level of advice required for the applicants individual needs and help applicants to understand Council's policies and make sure that they submit their application correctly, in turn helping them to reduce any unnecessary and often costly delays. Since the launch of the service a number of enquiries have been received and officers are assisting with the completion and submission of a variety of different types of application.

In November, seven members of the licensing team achieved the BIIAB Level 2 Award in Assessment of Licensed Premises (Social Responsibility). This qualification is a pre-requisite for assessing premises that apply to accreditation schemes such as "Best Bar None". Licensing officers have been part of the steering group supporting the launch of Best Bar None in Bromsgrove and are now in a position to carry out assessments on the premises that have applied for accreditation.

Licensing officers once again assisted at the Victorian Christmas Fayre in Worcester. Officers were on hand across the period of the Fayre and carried out checks on those selling alcohol as well as assisting with the management of pedlars that visited the city centre during the Fayre to sell their wares.

Licensing officers have also assisted in a high profile case in Redditch that reached the national media and centered on the legality of playing bingo for cash in residential homes. Officers provided advice and guidance to council staff and the residents of a residential home where bingo is played on a regular basis. Thanks to our officer's intervention, all parties now have a greater understanding of the ways that bingo can lawfully be played for small cash prizes in residential settings such as care homes and retirement complexes.

The Licensing Team were involved in a multi- agency scrap metal enforcement exercise this quarter. Officers accompanied by the Police and representatives from the Environment Agency visited scrap metal dealer sites in the south of the county to ensure compliance with the relevant sections of the Scrap Metal Dealers Act 2013. It was a high profile exercise which made the local press and Officers were also joined by Lord Faulkner of Worcester who was instrumental in the passing of the Scrap Metal Dealers Act 2013. On the whole compliance was found to be high at all three of the sites visited.

## Air Quality & Contaminated Land

At Wychavon District Council's Executive Board Meeting on 22nd November the decided to revoke the Port Street, Evesham AQMA and declare a new AQMA at Worcester Road, Wychbold. Both decisions are subject to a 3 month consultation which has already commenced with key stakeholders being informed. Whilst the declaration in Wychbold is not good news, WRS are already engaging with the County Council on potential measures they could undertake to improve the situation. The news for Port Street, is good with over three years worth of results demonstrating compliance with the legal limits and that air quality has improved sufficiently not to represent a significant concern anymore in that locality.

Following adverse weather, a decision on the AQMAs in Worcester City where new areas of nitrogen dioxide exceedance were identified was delayed until January. The first meeting of the Worcester City Member led Task & Finish Group on Air Quality was similarly delayed. Significant work has been undertaken during the period to digitise the wealth of information on historic landuse and contamination. To date 85% of all the information on Wychavon's 2800 potentially contaminated land sites have been processed.

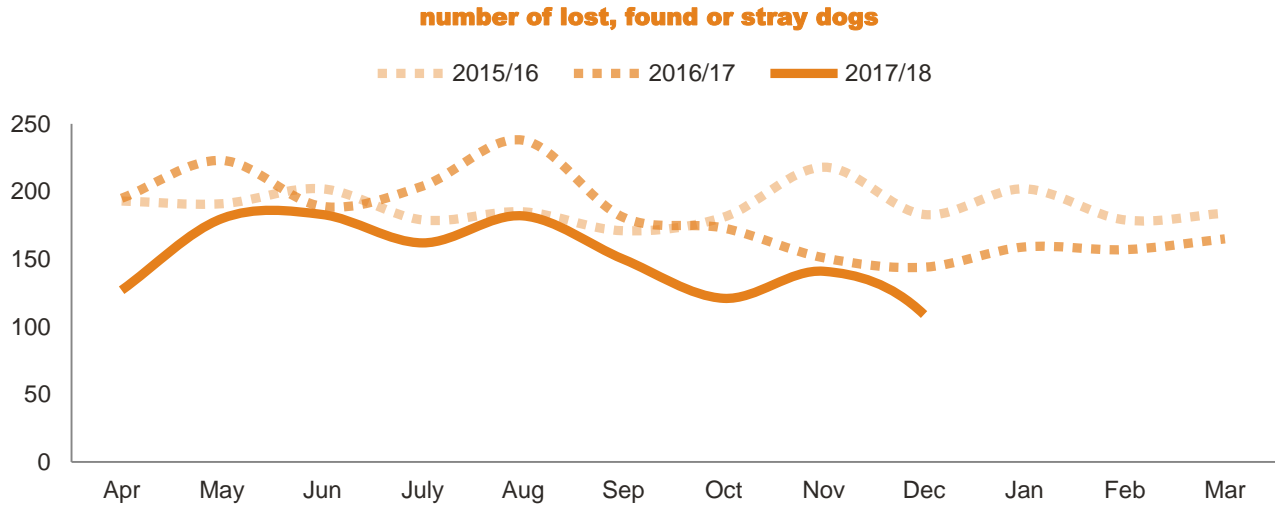
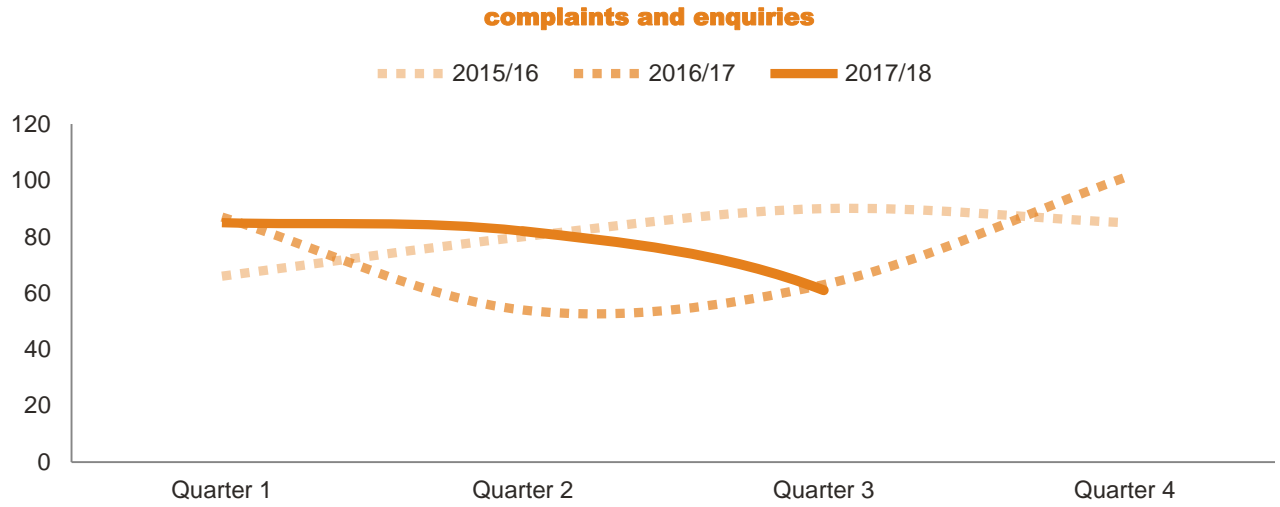
# Dog Control

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. Whilst the number of service requests has generally remained consistent over the three quarters this year work has continued behind the scenes to explore the commercial opportunities and identify potential client organisations.*



# Environmental Permitting

## Worcestershire

Last quarter we reported on the changes to the waste processes around waste wood and timber products. WRS has taken a local authority lead in liaison with the Environment Agency over the complexities of this industrial sector in terms of regulatory compliance, definitions of waste and support for businesses. In trying to resolve our own concerns it would appear our research is being looked as a foundation for regional and potentially national Public Sector Process Guidance notes. Again, previously we advised of discussions on Primary Authority relationships with two large companies. These are progressing following liaison with BEIS on the ability to set up such arrangements in this area of Local Government regulation. In addition, during this last quarter a Federation of small businesses has also commenced similar discussions with WRS on this subject.

The routine inspections against permit conditions are on track for completion by the end of the year with generally good compliance. A new application for a part B permit for the burning of waste wood has been received and a new cement batching process is now fully permitted both for Bromsgrove District.

Malvern has seen a new application for a Small Waste Incineration Plant (SWIP) which is a 'Part A2' permit at Go Greener, Leigh Sinton. They will have two 1.3MW units to incinerate grade A,B & C waste wood. Part A2 processes are some of the larger ones we permit and regulate.

An application for an Adhesive Manufacturing activity (Part B) permit at Alpha Adhesives, Sandy Lane Industrial Estate, Stourport (Wyre Forest District) has also been received.

## Gloucester City

Inspections for a number of Gloucester City Council permitted premises have been completed including the Crematorium, Joseph Griggs and Keyway with their processes appropriately risk rated. Keyway have now sold their mobile crusher unit and are looking for a new one so rather than revoking their permit, they wish to maintain it and WRS are enabling this to happen. A variation will need to be completed in the near future to reflect these changes.

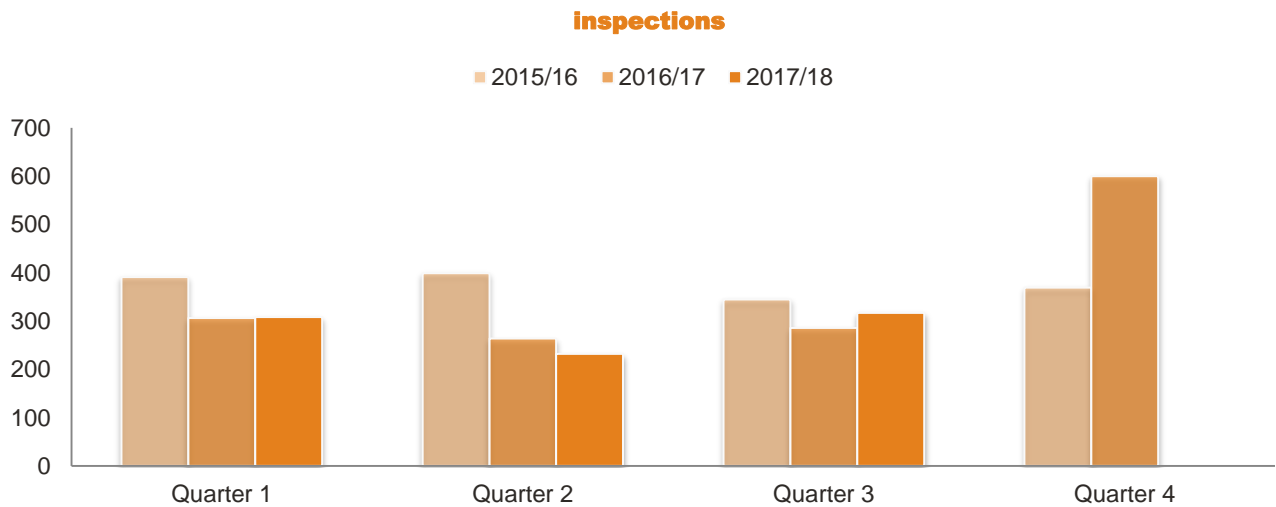
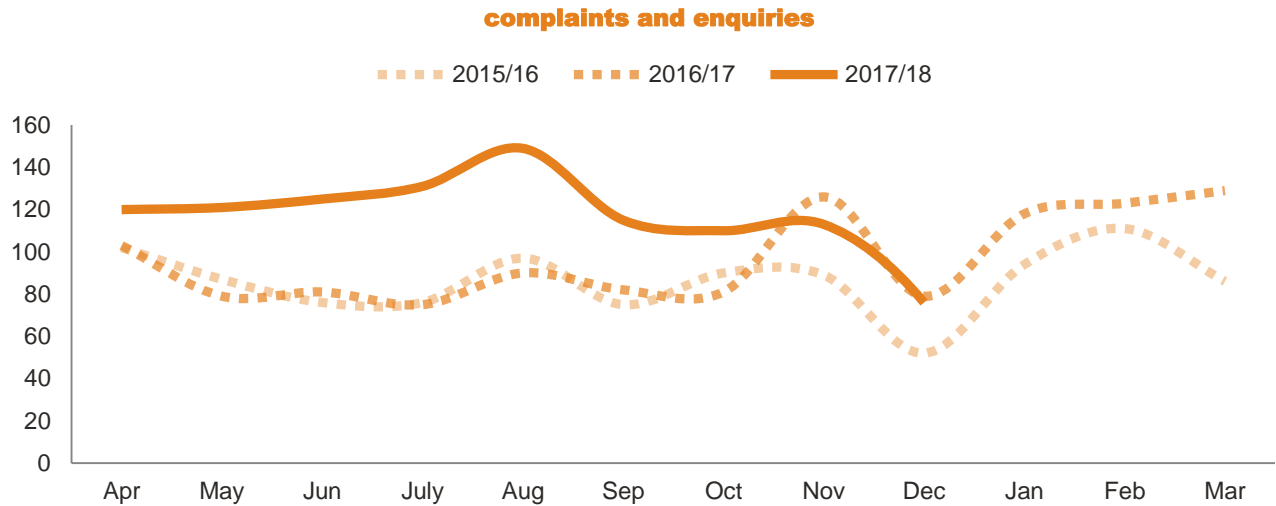
# Food Safety

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*

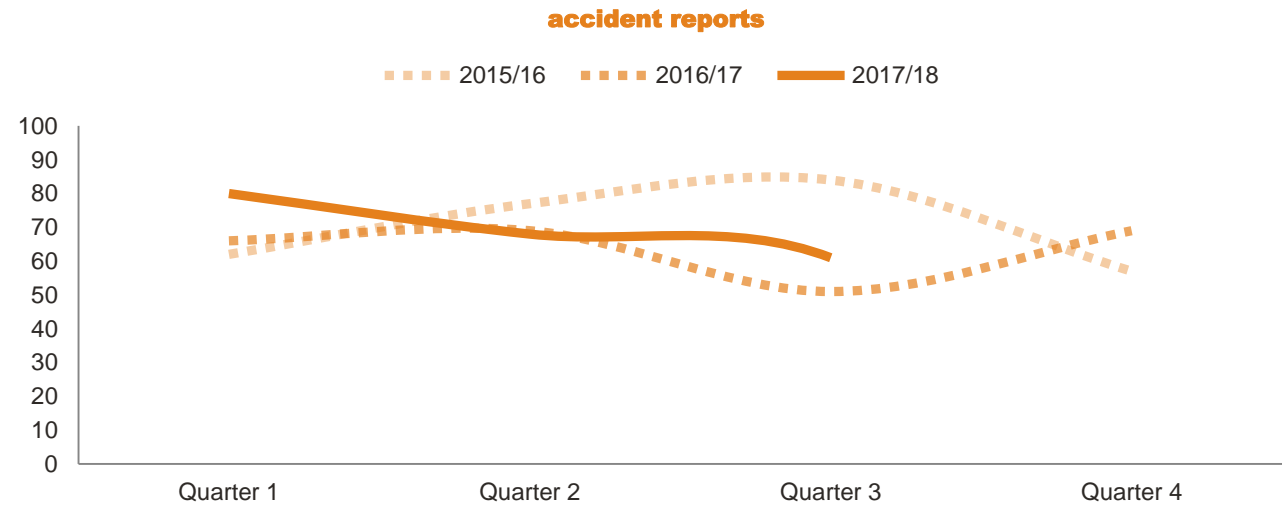
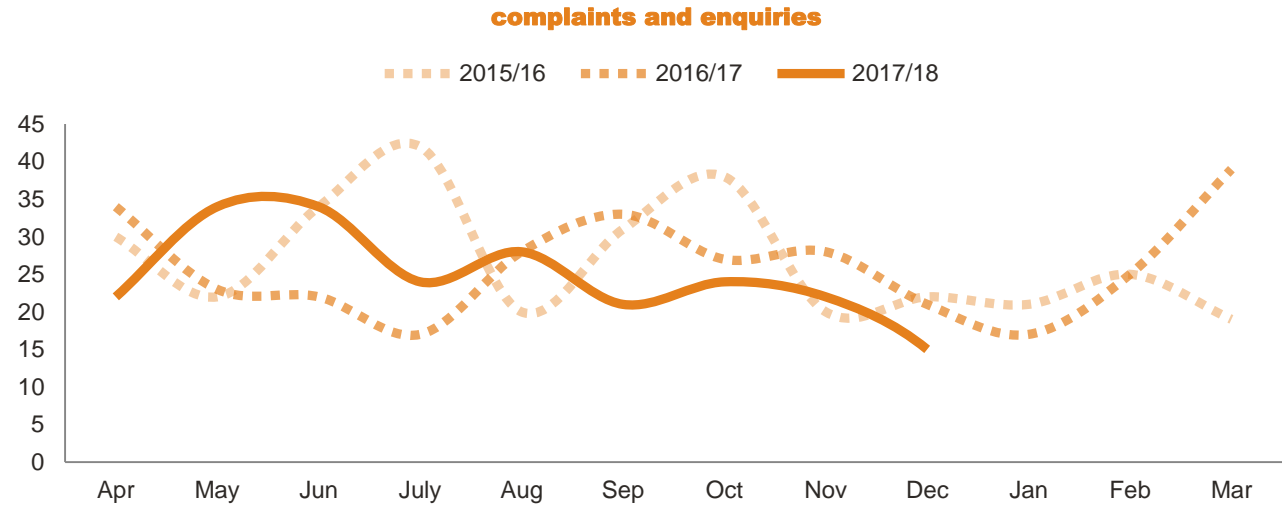
*With one quarter left of the year the total number of food safety cases in Malvern Hills, Redditch and Wychavon has already surpassed the totals for the previous two years. Whilst this does not indicate an increase in non compliance it does reflect an increase in food safety enquiries from businesses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

*We retained the services of our temporary workers for a period into quarter 3 to cover off the backlog of nuisance 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.*



# 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.



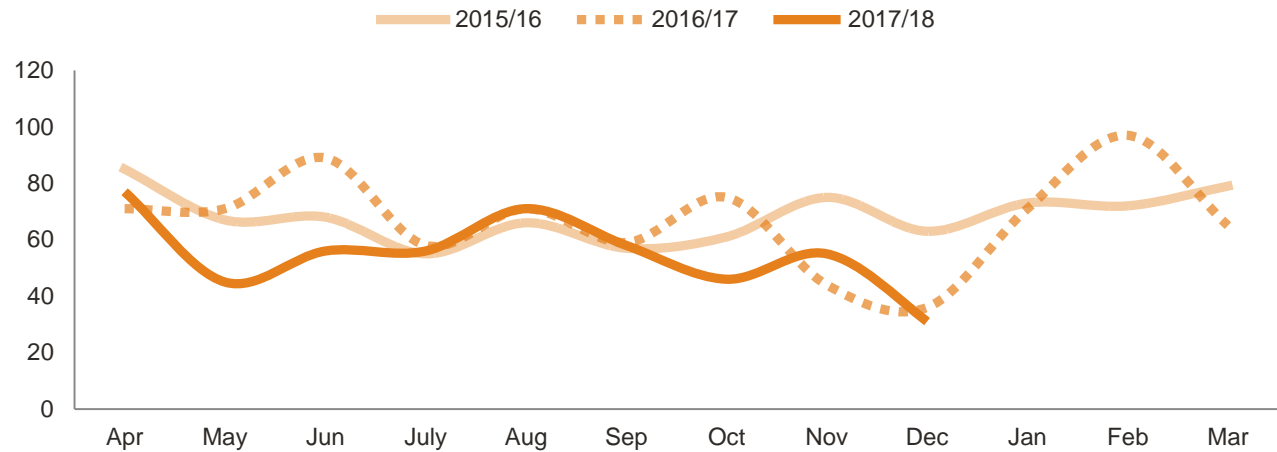


# Information Requests

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

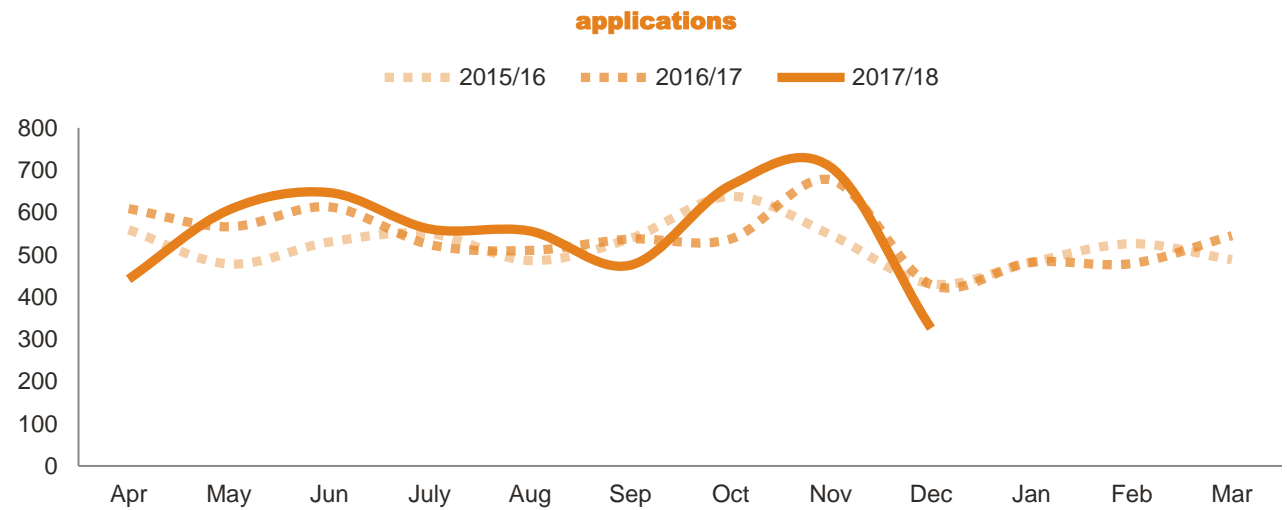
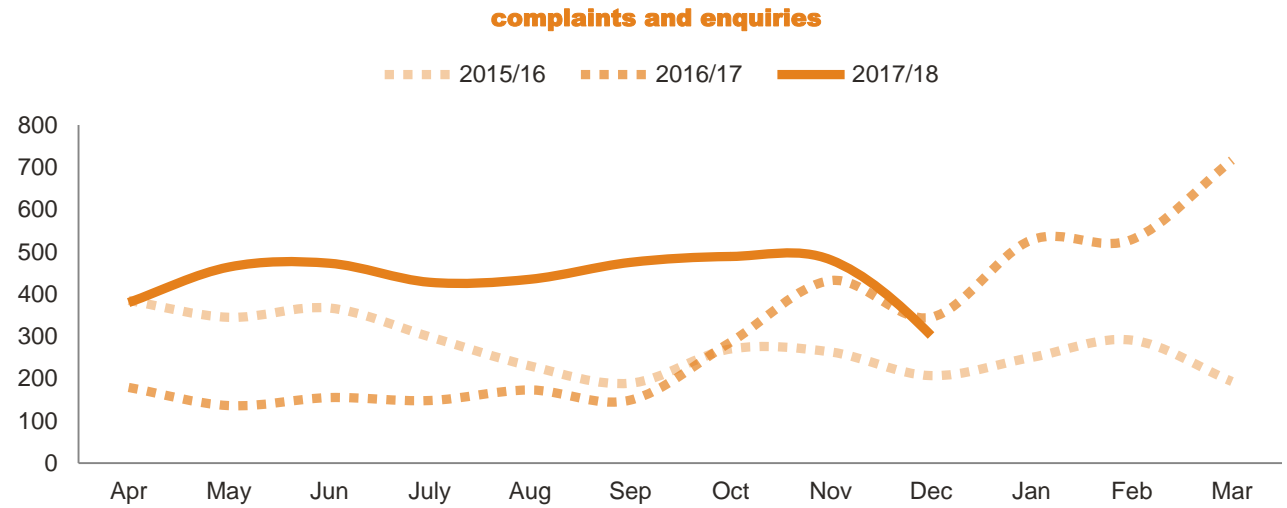
*The usual winter lull in information requests is evident this year and it is anticipated the traditional increase will be experienced during the subsequent quarter. A programme of proactive publication of information has commenced based on routine FOI requests which is hoped will enable a reduction in partner authority requests but permit an increase in capacity to undertake additional commercial work in responding to requests for client organisations.*

# 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

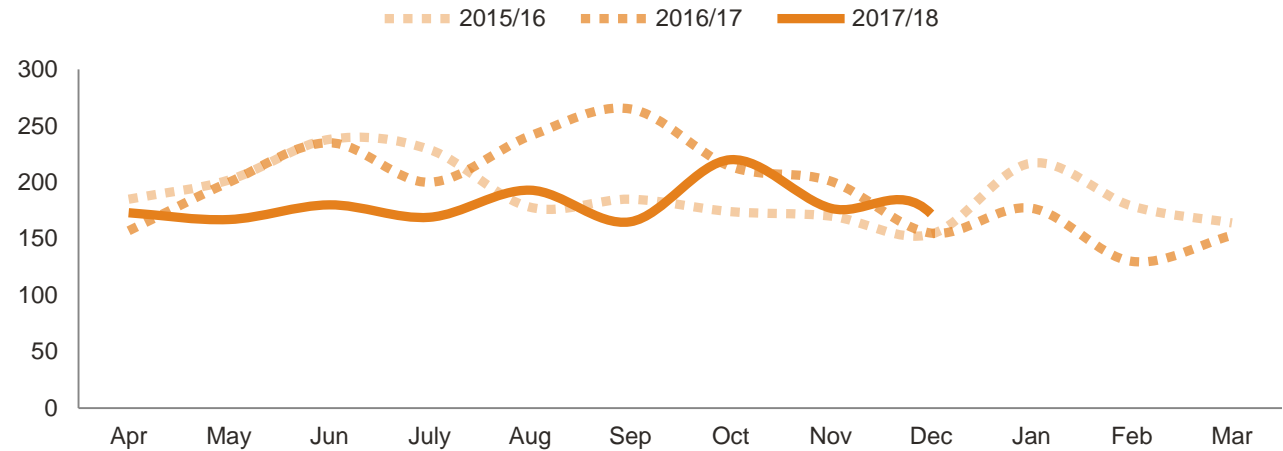


# Planning

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

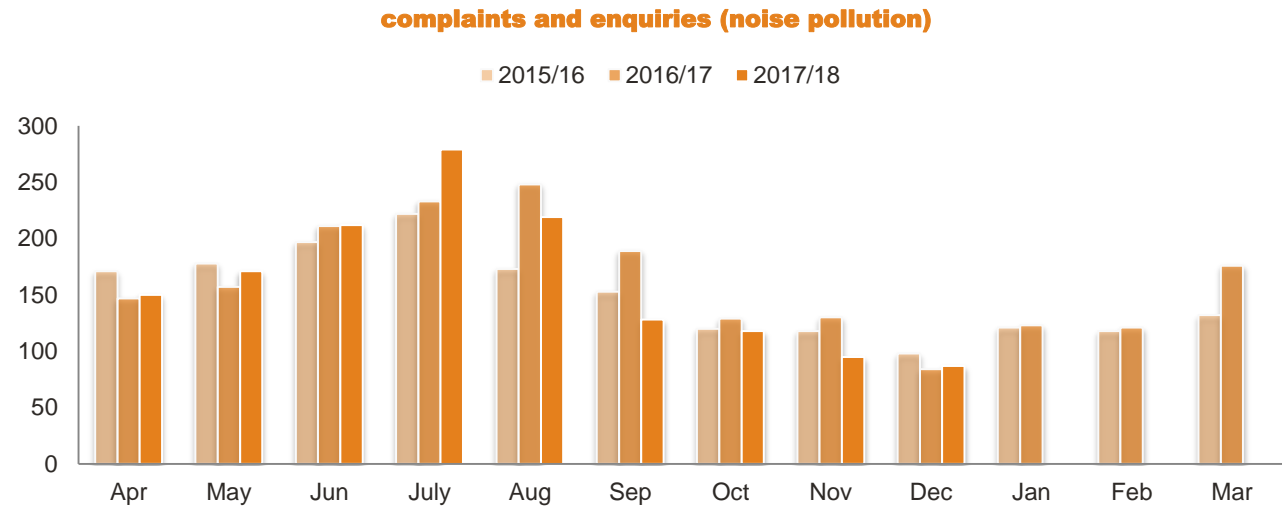
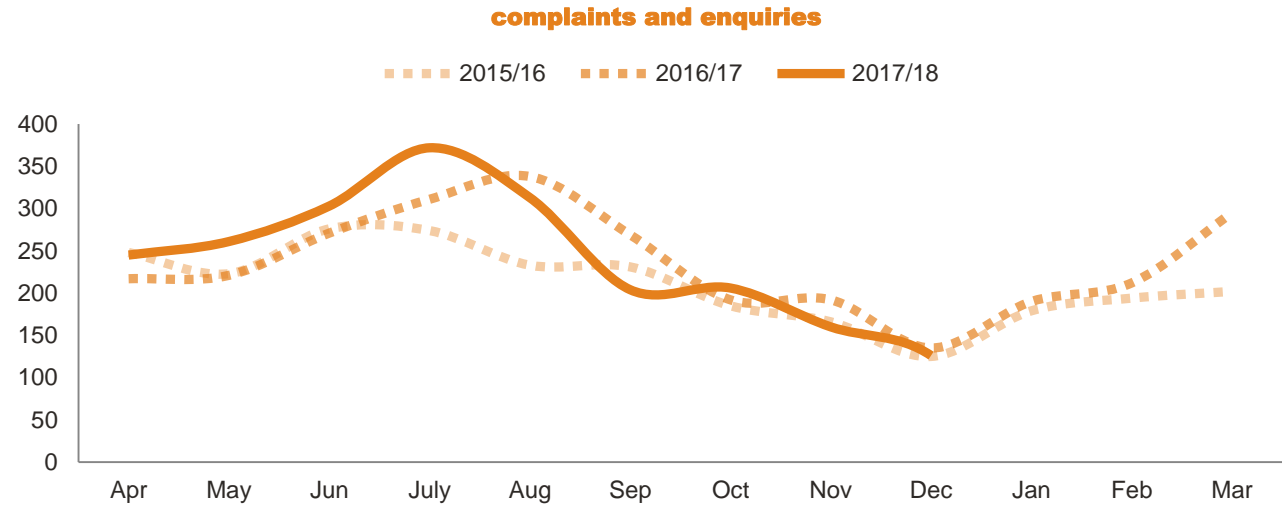
*For the first two quarters of the year, the number of planning application consultations and requests to review information submitted to support discharge of conditions was stable each month rather than experiencing the usual summer high. During the last quarter however there was a significant increase during October due, in part, to a blockage in passing consultations to WRS by Gloucester City. This was as a result of their internal reorganisation and created significant demand for WRS during a short period as they rectified that problem.*

# 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.

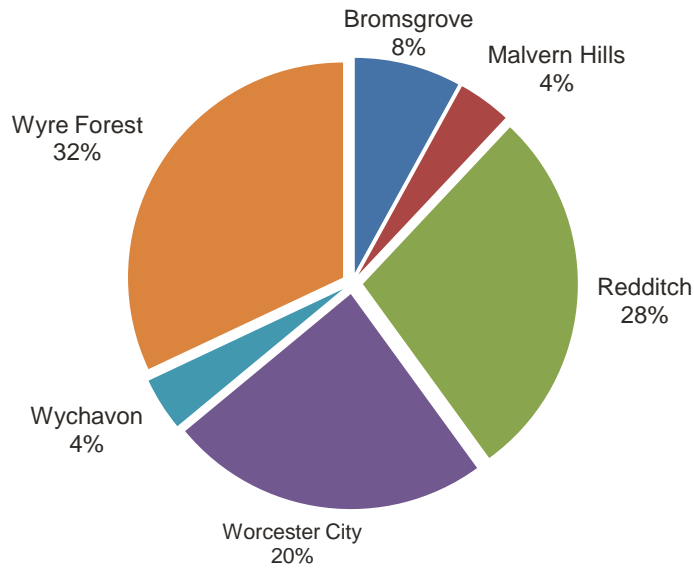
### Comments

*The change in weather during 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. We retained the services of our temporary workers for a period into quarter 3 to conclude these investigations and enable our team to concentrate on completing the number of complex issues under investigation.*



# Noise Pollution

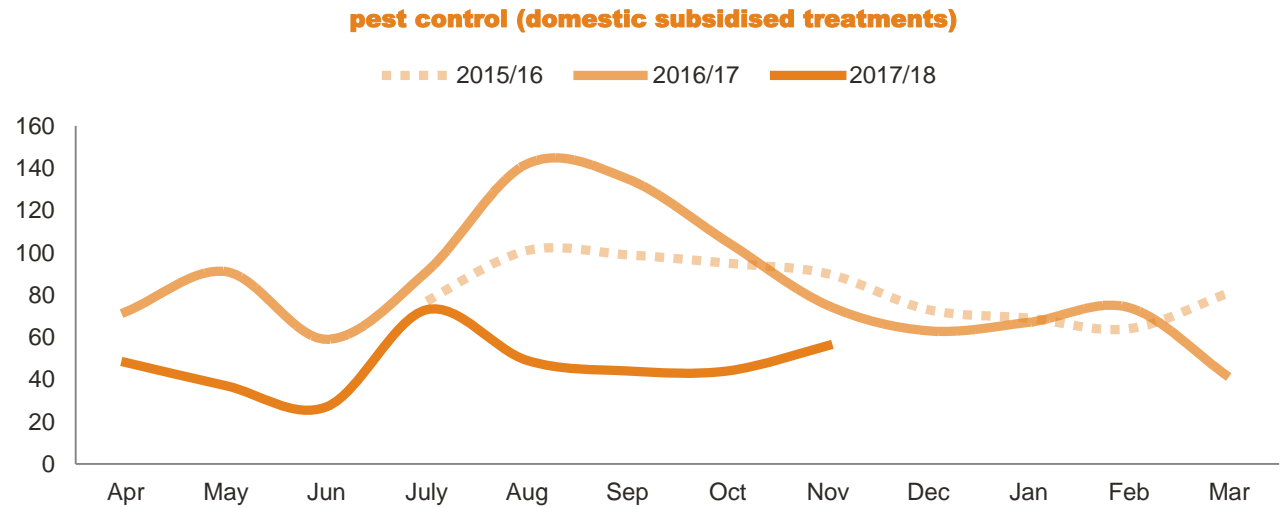
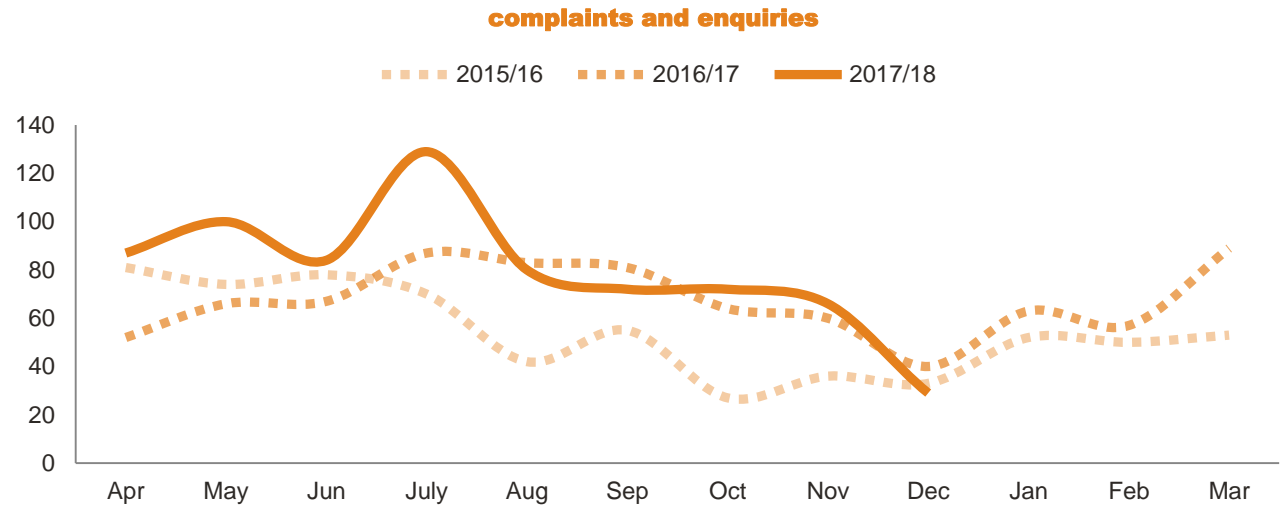
The table (right) shows the top 25 wards within Worcestershire with the highest number of noise pollution cases. Population and incident rates are also shown and reflect the recent boundary changes in Bromsgrove and Wyre Forest. The chart (left) shows the top 25 wards by district, for example, 20% of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



Ward	Total	Population	Rate (%)
Cathedral	37	10,835	0.34%
Blakebrook And Habberley South	35	9,000	0.39%
Greenlands	34	9,122	0.37%
Batchley And Brockhill	32	8,553	0.37%
Bedwardine	29	8,279	0.35%
Bewdley And Rock	28	8,542	0.33%
Abbey	25	6,197	0.40%
Mitton	24	9,752	0.25%
Franche And Habberley North	23	9,783	0.24%
Broadwaters	22	9,108	0.24%
Arboretum	22	6,195	0.36%
Central (Redditch)	22	6,494	0.34%
Astwood Bank And Feckenham	22	6,042	0.36%
Foley Park And Hoobrook	21	9,914	0.21%
Aggborough And Spennells	21	8,685	0.24%
Bengeworth	21	6,793	0.31%
Warndon	21	5,934	0.35%
Upton And Hanley	21	4,186	0.50%
Areley Kings And Riverside	20	8,261	0.24%
Nunnery	18	8,087	0.22%
Winyates	18	8,360	0.22%
Headless Cross And Oakenshaw	18	8,538	0.21%
Saint Stephen	16	5,233	0.31%
Charford	16	3,707	0.43%
Sanders Park	15	3,463	0.43%

# Public Health

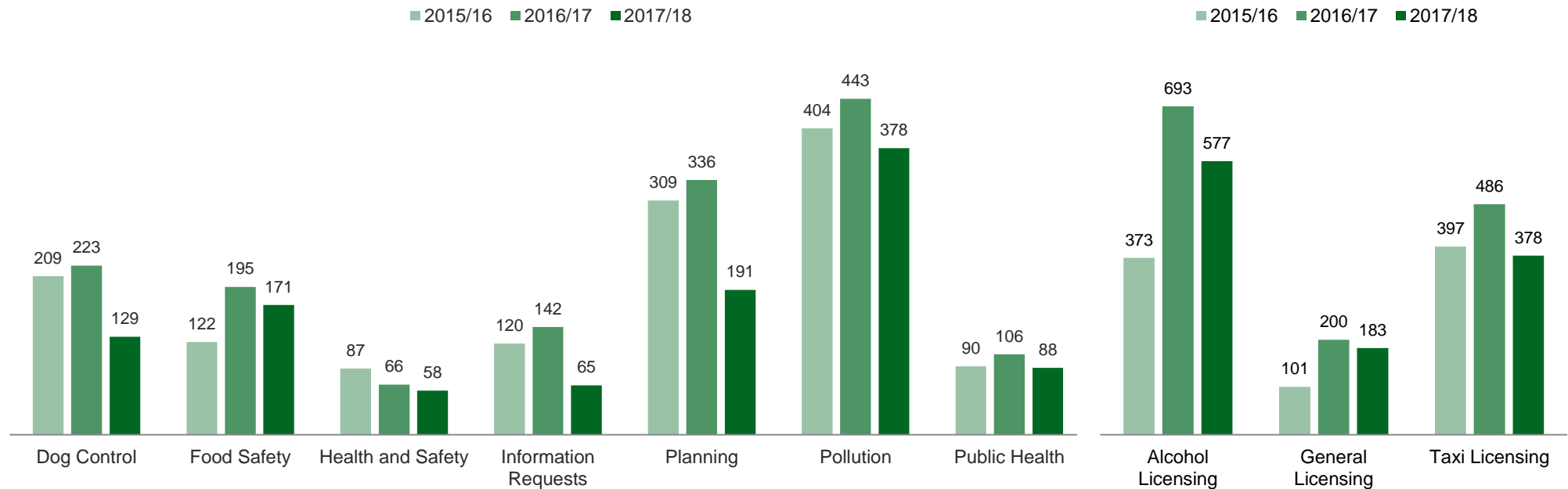
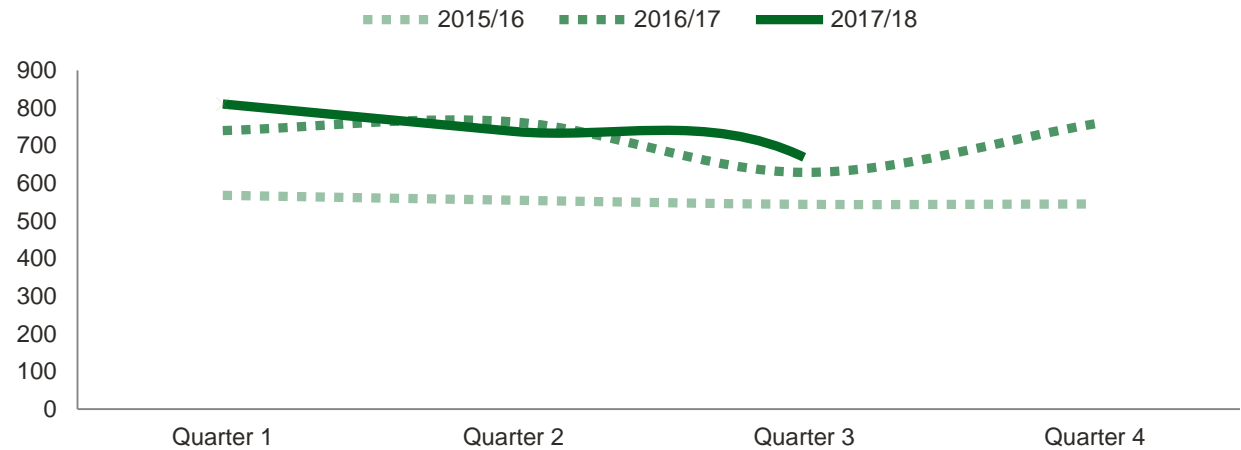
The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to public health. Types of cases recorded under this category include accumulations, public burials and pest control. The chart (bottom right) shows the number of subsidised pest control 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.





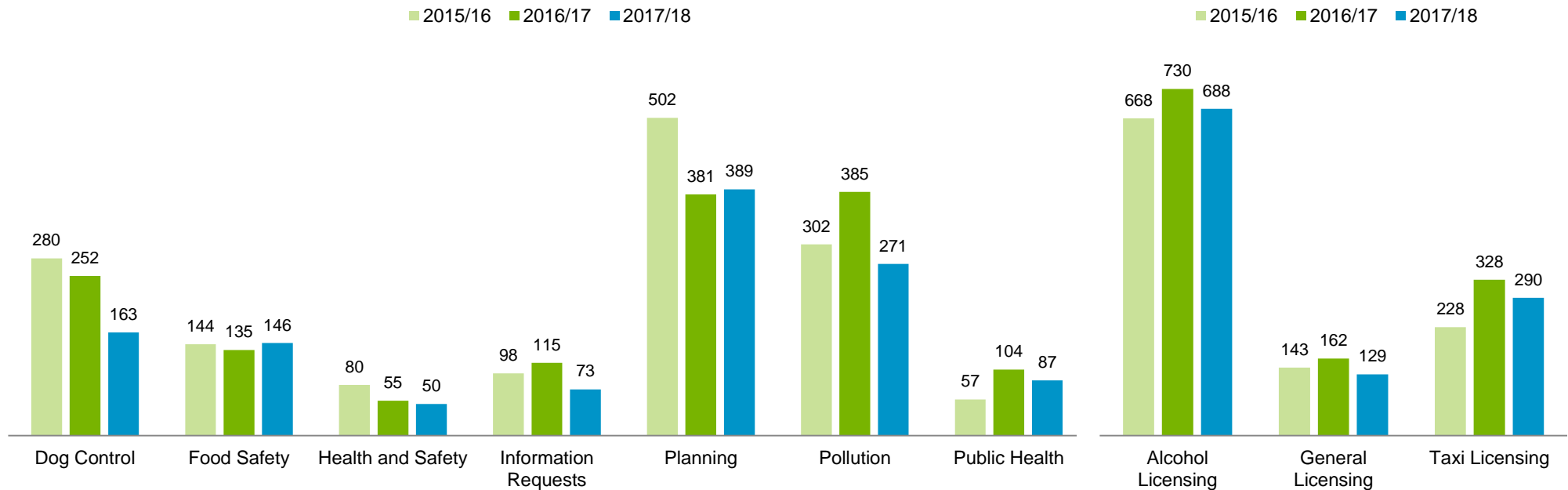
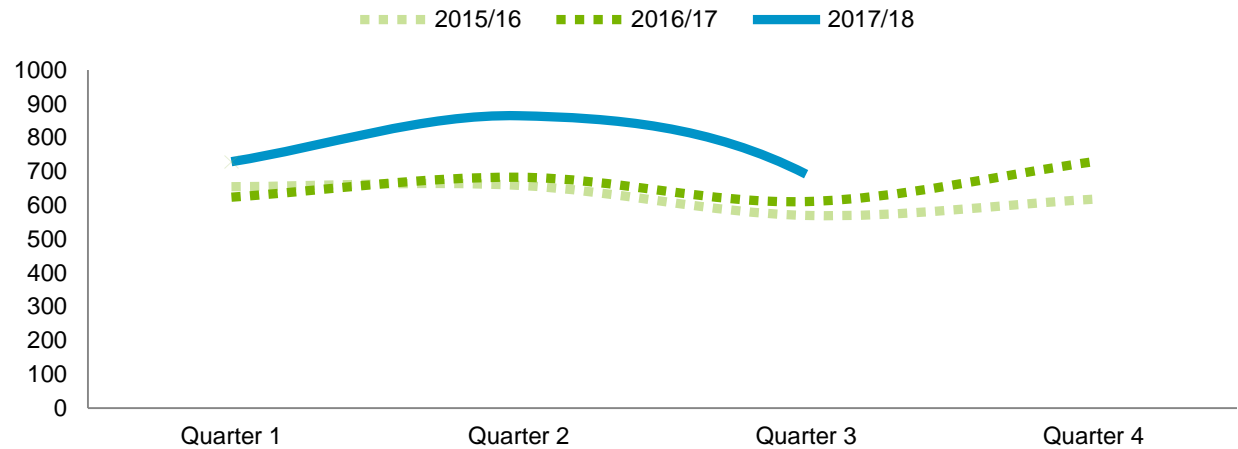
The data on this page relates to **Environmental Health** and **Licensing** complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of **Bromsgrove**.

*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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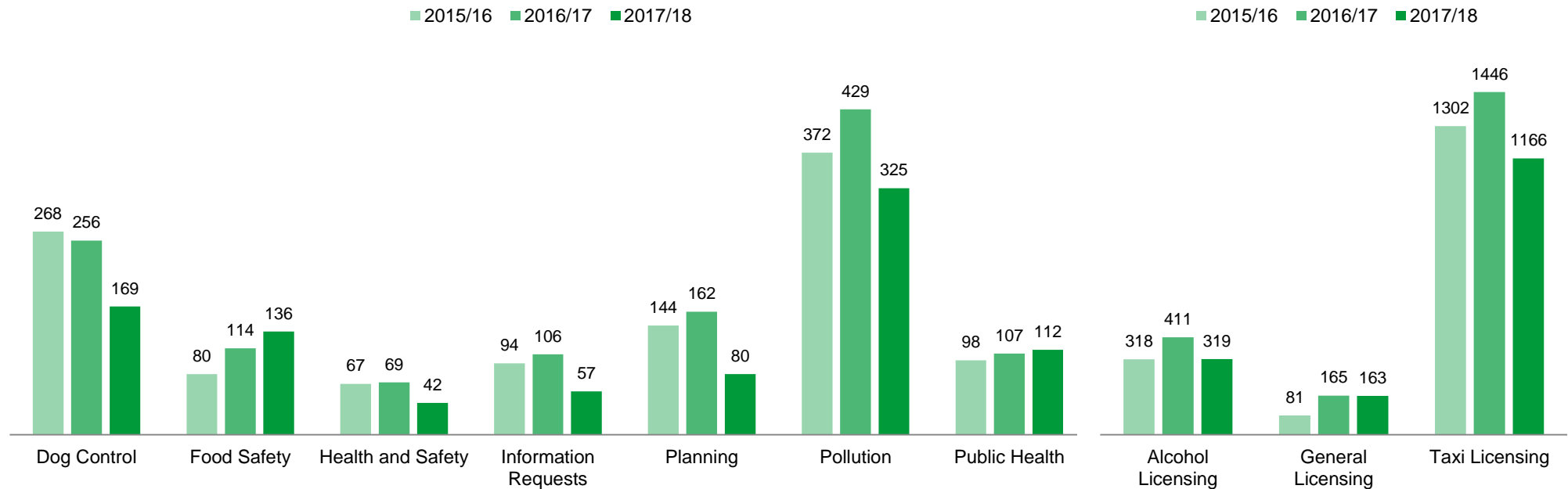
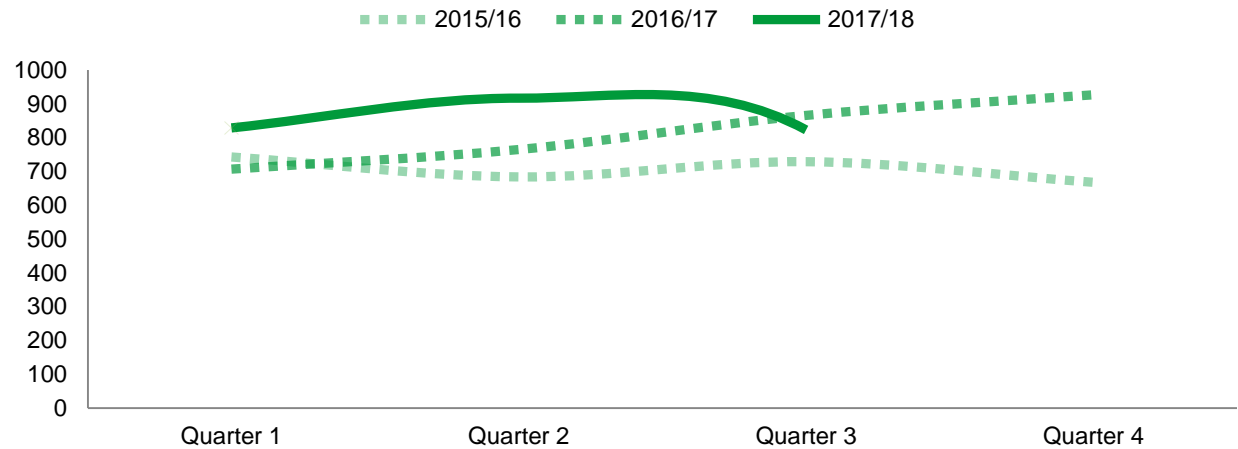
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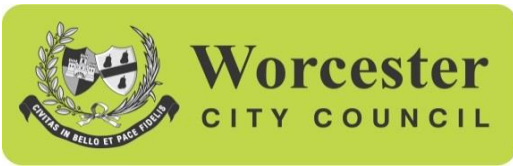




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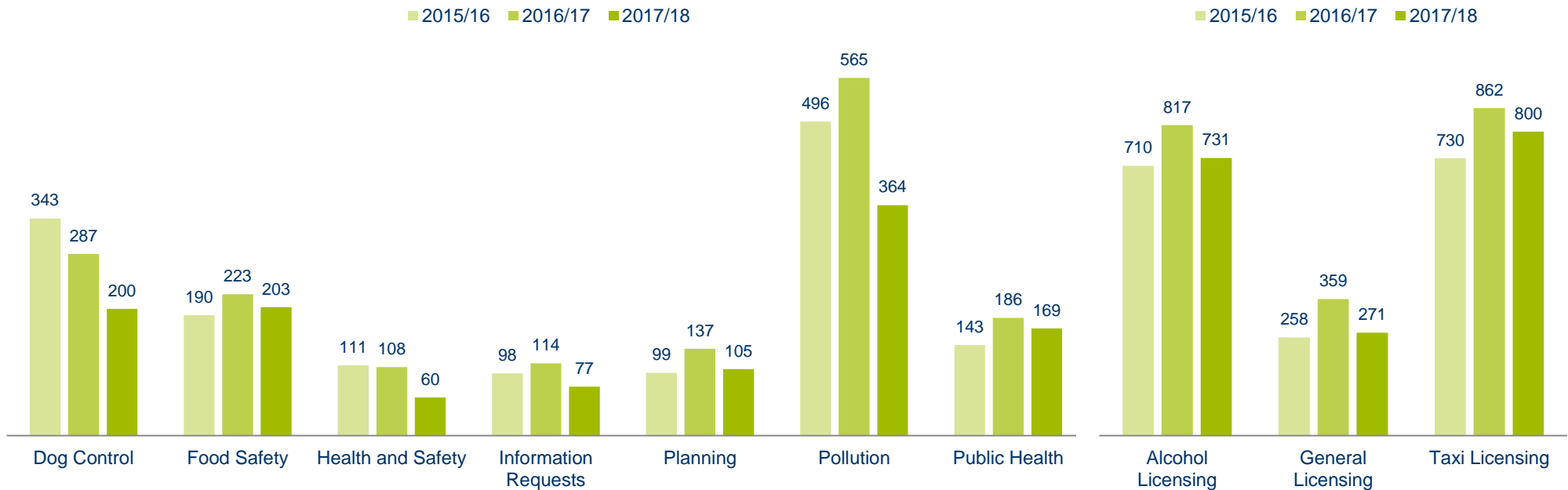
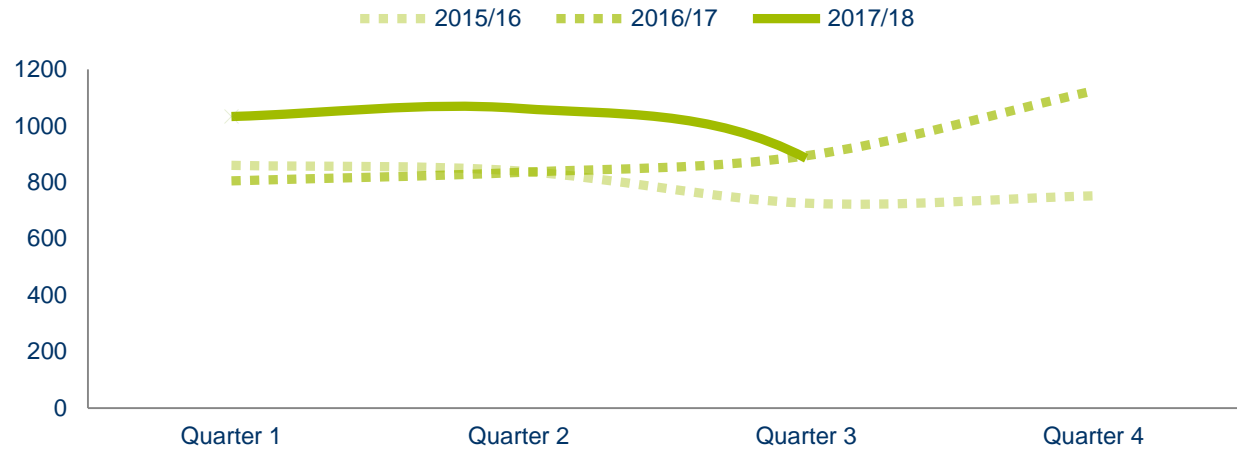
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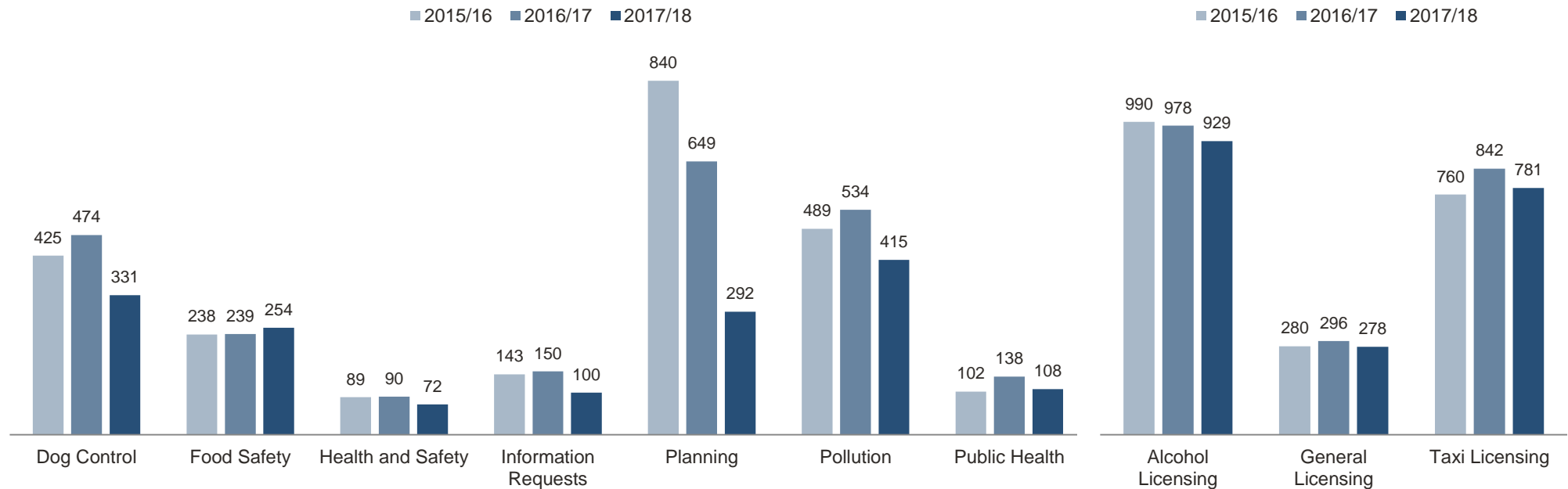
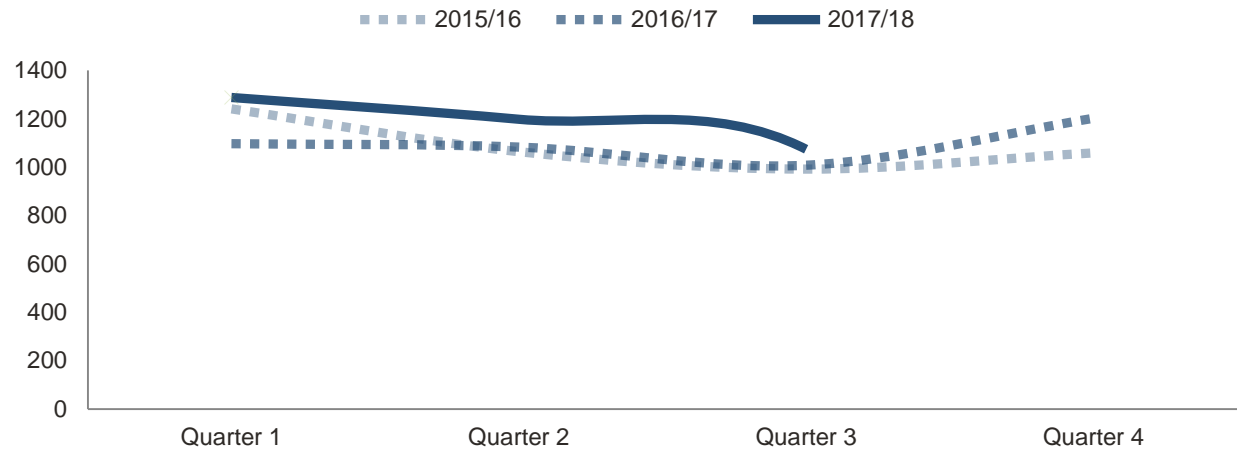
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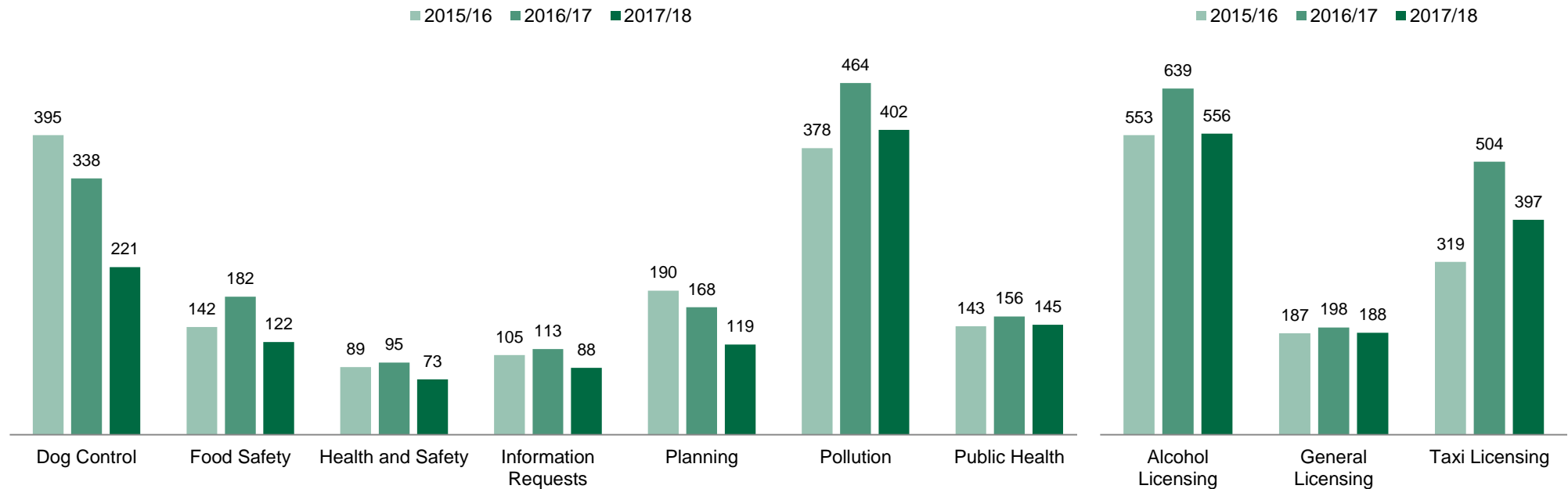
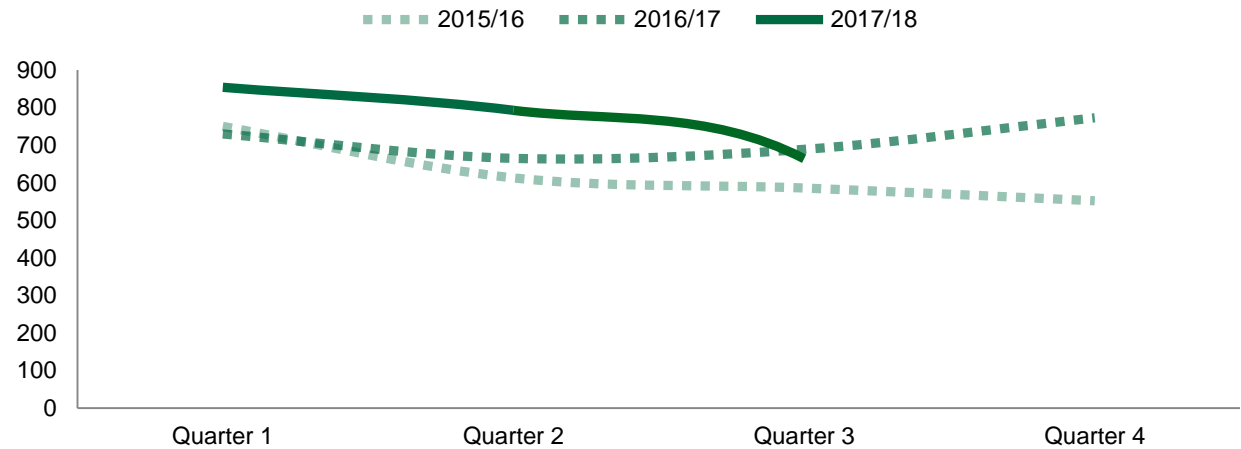
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# Cheltenham Borough Council

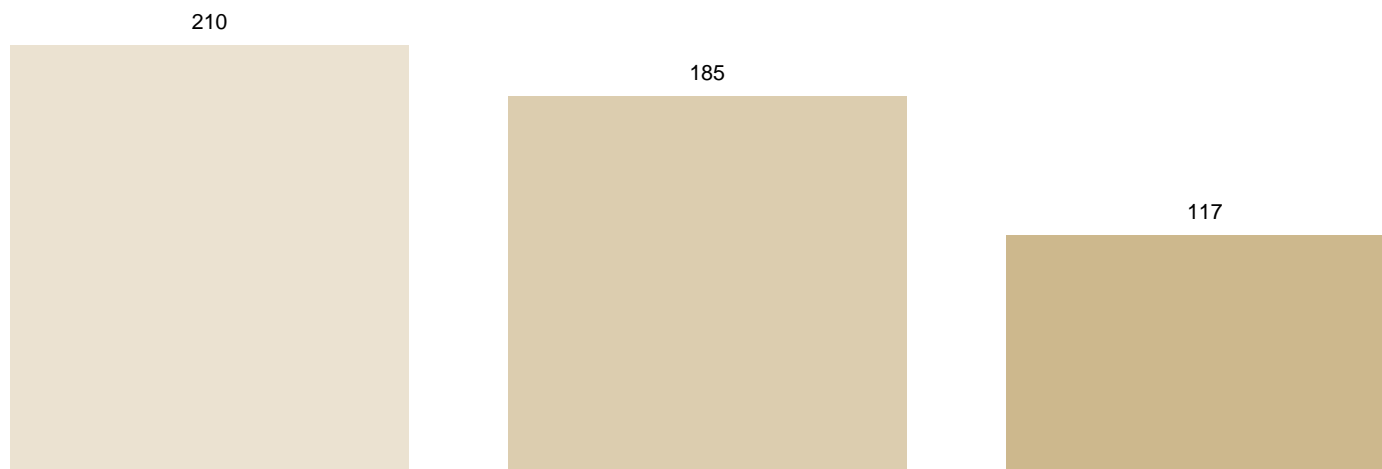


The dog control work WRS undertake for Cheltenham Borough Council is part of a three year contract with two other Gloucestershire authorities (from 2017) to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was renewed following delivery 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.*

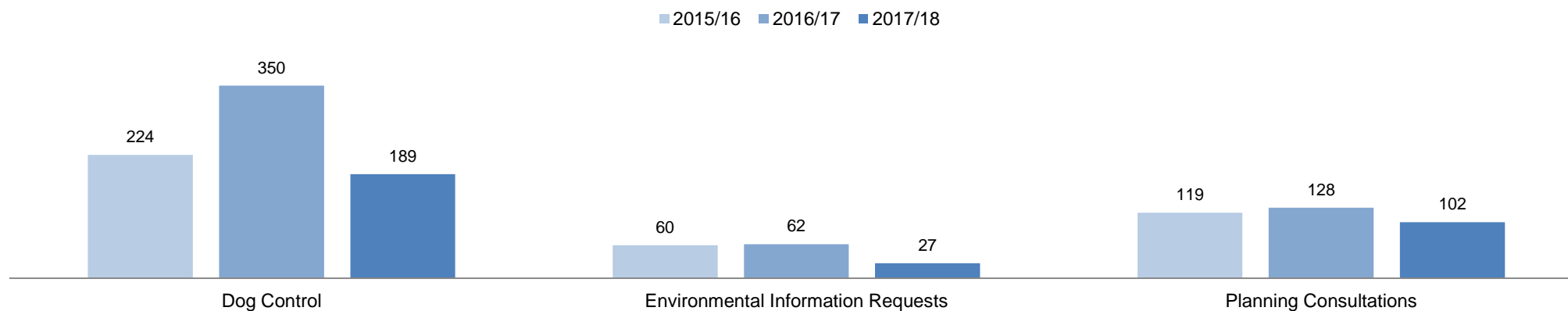
■ 2015/16 ■ 2016/17 ■ 2017/18



Dog Control

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 particularly low during Quarter 2 after an glut of work in Quarter 1, figures have recovered and WRS will have provided a consistent volume of work for Gloucester City as with previous years in planning consultations. 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.

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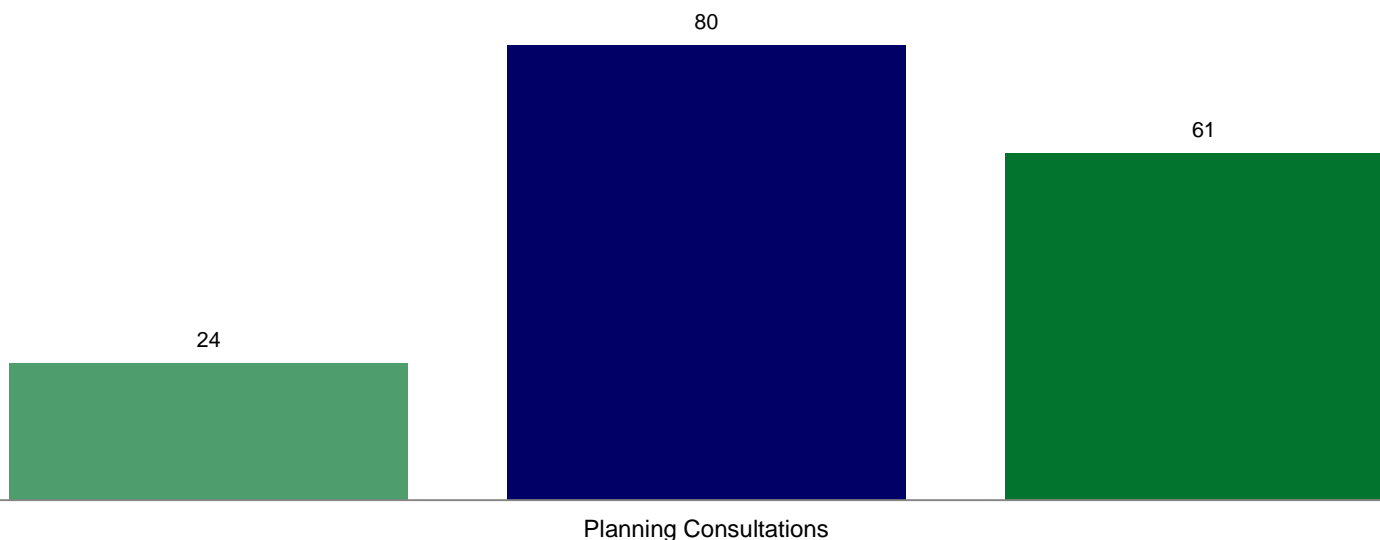
# South Gloucestershire Council



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. The figures below show a consistent level of assistance that WRS has provided to South Gloucestershire Council for the last two years with a predicted final level of this financial year similar to last.

*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.*

■ 2015/16 ■ 2016/17 ■ 2017/18



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 369 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,*

