

WRS Board
21st June 2018

Activity and Performance Data Quarters 1, 2 3 and 4

Recommendation

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

Background

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

Contribution to Priorities

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

Report

Activity Data

The total number of interventions at premises for food safety across the County for the year was 1,332. A high proportion (97.6%) of these premises in all districts is broadly compliant, indicating that the vast majority of food businesses are well run.

The number of health and safety complaints and enquiries fell in the fourth quarter such that demand was lower than in previous years through February and March. Health and safety activity continues to be intelligence led and the high level of enforcement activity continues. Investigations this financial year have included a fatality which resulted in a custodial sentence for the operator of a builder's merchant. In addition we have investigated a number of serious cases including a child who was seriously injured when shop furniture toppled onto them and a woman who suffered a serious brain injury when a large metal pole fell on her from height.

The number of accident reports rose in Quarter four but overall has remained slightly lower than the previous two years.

The poor weather in quarter 4 kept nuisance complaints at a relatively low level. The team investigated 2,387 nuisance complaints in 2017/18 covering light, noise, odour and smoke. 1,739 of these related to noise nuisance which places the greatest demand on the service. Amongst these nuisance investigations were a number of challenging service requests



requiring complex investigations.

Members often receive requests for assistance from constituents where their neighbours or nearby businesses are causing them a nuisance. In response to a request from the Members, the team produced a special edition of the Members' Eye Bulletin aimed at helping members to understand the legal basis for their respective local authority's activities in relation to statutory nuisance and explaining where we have to draw the line in relation to our investigative activities.

As air quality continues to steal the headlines nationally, local air quality continues to be of importance. Following several detailed investigations in Worcester City the decision was taken in January to declare the political boundary of the city as an air quality management area. In similar circumstances Wychavon district council decided to declare a significant part of Wychbold along the A38 and M5 as an air quality management area. Both declarations were due to exceedances of Nitrogen Dioxide caused by road traffic.

Next steps will see WRS undertaking source apportion work associated with the identification of vehicle types which contribute the most to the problem, along with the exploration of air quality improvement options.

In other parts of the County improvements in air quality have been observed in Hagley and Port Street, Evesham over a period of years, partly down to improvement in vehicle emissions through technological development and highway improvements. Consequently both management areas have been revoked. Further details can be found on WRS website.

WRS has been investigating the current environmental risk status of the Pinches landfill sites in Bromsgrove. Following an initial desktop survey Ground Gas solution Ltd has been employed to undertake expert monitoring. It is envisaged that monitoring should commence late April 2018 and provide us with some greater detail as to the risks that this historic landfill site presents with regard to potential gas migration.

WRS have received a series of permit applications over the year with several from waste management companies in relation to SWIP's (Small Waste Incineration Plant). It is believed that changes in the waste industry have instigated the need for companies to dispose of certain waste streams (waste wood) though the process of incineration as export to non EU countries has now become unviable. WRS remains the UK regulatory lead in this sector and has provided guidance nationally to other authorities in conjunction with the Environment Agency.

Businesses' interest in primary authority relationships continues to grow in this sector and WRS are in the process of finalising formal partnerships with CEMEX and Weinberger. This will make WRS a provider of assured advice to two international companies with multiple sites and major investments in the UK with work scheduled to commence on the 1st May 2018, a first for the minerals sector.



Dog control work in quarter 4 continued with two press releases trying to encourage good dog ownership.

The licensing statistics show that applications under the Licensing Act and Hackney Carriage and Private Hire taxi legislation have remained fairly consistent across all four quarters during 2016/17 and in line with previous years. Complaints and enquiries showed a small peak in January but fell to normal levels for the rest of the quarter.

Performance

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

Customer satisfaction figures at the end of Q4 are 75.4% which is slightly down on the overall satisfaction for the previous two years. This may be reflective of increased public expectation of the service which is not borne out in the law's ability to offer solutions.

Business satisfaction ended at 97.7%, again on a par with last year and 72.2% of customers feel better equipped to deal with problems after speaking with us which is again marginally down on last year.

Staff satisfaction this year is covered in a separate report that members will see follows on from this report.

The cumulative number of sick days per staff member is 12.45 days per FTE which is double last year's 5.95 days per FTE. To understand this better, all members of staff who recorded sickness have been grouped by the total of sick days recorded during the year. These have been broken down into:

- 21 days plus
- 10 to 20 days
- 10 days or less

Nine members of staff fell into the group taking 21 days or more sick-leave during the year. Three members of staff required significant surgery either relating to a non-work related injury or for other medical reasons. Three members of staff have been suffering from stress due to either domestic issues exacerbated by the pressures of work or issues that have occurred at work. A further two have chronic medical conditions that mean they are likely to have more than the average number of sickness days. One staff member has been through the 4 stage process for dealing with sickness absence and has been dismissed on capability grounds. This decision was upheld by one of the Host's Directors at an appeal hearing.



The three having had surgery are now fit and well and back at work. We are aware of one or two other staff who may be scheduled surgical interventions during 2018/19, so we are planning for this eventuality.

Of the three officers with stress related issues, one has returned to full-time work successfully now, one opted to take early retirement and the third is in discussion with their Team Manager and Senior Practitioner about their future. The two with long-term chronic conditions have been to see occupational health and the service is making adjustments to help them to avoid some of the issues that can exacerbate their conditions.

These 8 individuals accounted for well in excess of 60% of the absence in the service, and a significant proportion of those days amongst this group related to the officer who was dismissed (42%).

Of the remainder, a significant proportion of the illnesses between 5 and 10 days occurred from October onwards and resulted from the influenza virus that went through the teams over the winter. One of the problems with staff being keen not to cause problems to their colleagues is they do tend to come into work when they are feeling under the weather and if that happens to be the beginnings of the flu as happened several times over the winter, this of itself creates a problem.

In response to this difficult year, Team Managers have been asked to review the records and identify those officers who have hit the intervention trigger in the sickness policy and to speak to them informally about their record, unless the trigger was caused by a single bout of influenza. The Bromsgrove District council sickness policy has two potential trigger points for a rolling 6 month period, these being:

- 3 periods of sickness
- 1 period of 6 days or more

Managers have also been asked to tighten up on monitoring for staff hitting trigger points going forward. The Head of Service has arranged for a regular HR presence from Bromsgrove at Wyre Forest House and each Team Manager will meet with the HR officer on a monthly basis to look at any HR issues including any sickness related ones, particularly those hitting the trigger point. This accompanied by a general re-enforcement of the need to do return to work interviews should also create a downward pressure on short-term illness.

In respect of income generation, total income was £325,000 which expressed as a % of district base revenue budget (17/18) is at a very healthy 10.7%. In summary, with the exception of sickness, performance overall has been maintained and is broadly comparable with last year. (See appendix B Table of PIs).



Contact Points

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Background Papers

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



Appendix B: Performance Indicator Table

Indicator	Reporting period	Q 1	Q2	Q 3	Q4/ Outrun																
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	1.7%	75.6%	7.5%	75.4%																
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	98.4 %	97.7%	97.6 %	97.7%																
3. % businesses broadly compliant at first assessment/ inspection	Annually	NA	NA	NA	<table border="1"> <thead> <tr> <th>District</th> <th>% Broadly Compliant</th> </tr> </thead> <tbody> <tr> <td>Bromsgrove</td> <td>98.7%</td> </tr> <tr> <td>Malvern Hills</td> <td>97.0%</td> </tr> <tr> <td>Redditch</td> <td>96.7%</td> </tr> <tr> <td>Worcester City</td> <td>98.0%</td> </tr> <tr> <td>Wychavon</td> <td>97.8%</td> </tr> <tr> <td>Wyre Forest</td> <td>97.2%</td> </tr> <tr> <td>Worcestershire</td> <td>97.6%</td> </tr> </tbody> </table>	District	% Broadly Compliant	Bromsgrove	98.7%	Malvern Hills	97.0%	Redditch	96.7%	Worcester City	98.0%	Wychavon	97.8%	Wyre Forest	97.2%	Worcestershire	97.6%
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4. % of food businesses scoring 0,1 or 2 at 1 st April each year	Annually	NA	NA	NA	<table> <tbody> <tr> <td>Bromsgrove</td> <td>1.3% (7)</td> </tr> <tr> <td>Malvern</td> <td>3% (14)</td> </tr> <tr> <td>Redditch</td> <td>3.3% (11)</td> </tr> <tr> <td>Worcester</td> <td>2% (9)</td> </tr> <tr> <td>Wychavon</td> <td>2.2% (14)</td> </tr> <tr> <td>Wyre Forest</td> <td>2.8% (13)</td> </tr> <tr> <td>Worcestershire</td> <td>2.4% (68)</td> </tr> </tbody> </table>	Bromsgrove	1.3% (7)	Malvern	3% (14)	Redditch	3.3% (11)	Worcester	2% (9)	Wychavon	2.2% (14)	Wyre Forest	2.8% (13)	Worcestershire	2.4% (68)		
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5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	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	87.7% NB: all other licenses in this category that fell due for renewal within the period were issued before the expiry of existing licenses																
6 % of vehicles found to be defective whilst in service	6-monthly	NA	Total number of vehicles countywide: 1484	NA	Total number of vehicles countywide: 1536																



	Number of vehicles found to be defective by district and the percentage this represents of the fleet county-wide			Number of vehicles suspended during Q1/ Q2 21 Bromsgrove 9 Malvern 0 Redditch 3 Worcester City 8 Wychavon 1 Wyre Forest 0 Percentage 1.42% of fleet up to 6 months.		Number of vehicles suspended during Q3/ Q4 13 Bromsgrove 0 Malvern 0 Redditch 1 Worcester City 11 Wychavon 0 Wyre Forest 1 Percentage 2.2% of fleet for the full year																																
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 %	72.2%																																
8	Review of register of complaints/ compliments	Quarterly NB: fig is cumulative	3/32	9/75	18/111	25/138																																
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	1.19	3.77	6.27	12.45																																
10	% of staff who enjoy working for WRS	Annually	NA	NA	NA	See new report																																
11	% of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	NA	<table border="1"> <thead> <tr> <th>District</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Bromsgrove</td> <td>4.7</td> </tr> <tr> <td>Malvern Hills</td> <td>3.2</td> </tr> <tr> <td>Redditch</td> <td>7.0</td> </tr> <tr> <td>Worcester City</td> <td>3.7</td> </tr> <tr> <td>Wychavon</td> <td>2.9</td> </tr> <tr> <td>Wyre Forest</td> <td>5.8</td> </tr> <tr> <td>Worcestershire</td> <td>4.3</td> </tr> </tbody> </table>	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	<table border="1"> <thead> <tr> <th>District</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Bromsgrove</td> <td>6.73</td> </tr> <tr> <td>Malvern Hills</td> <td>4.94</td> </tr> <tr> <td>Redditch</td> <td>8.65</td> </tr> <tr> <td>Worcester City</td> <td>8.19</td> </tr> <tr> <td>Wychavon</td> <td>4.97</td> </tr> <tr> <td>Wyre Forest</td> <td>8.29</td> </tr> <tr> <td>Worcestershire</td> <td>6.78</td> </tr> </tbody> </table>	District	%	Bromsgrove	6.73	Malvern Hills	4.94	Redditch	8.65	Worcester City	8.19	Wychavon	4.97	Wyre Forest	8.29	Worcestershire	6.78
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12 Rate of noise complaint per 1000 head of population	6-monthly	NA	District	Rate	NA	District	Rate
			Bromsgrove	1.98		Bromsgrove	2.82
			Malvern Hills	1.62		Malvern Hills	2.39
			Redditch	2.34		Redditch	3.61
			Worcester City	1.99		Worcester City	3.13
			Wychavon	1.75		Wychavon	2.46
			Wyre Forest	2.3		Wyre Forest	3.23
			Worcestershire	2.01		Worcestershire	2.93
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	10.7% £325,000 as a proportion of £3,025,000		
14 Cost of regulatory services per head of population (Calculation will offset income against revenue budget)	Annually	NA	NA	NA	£5.10 per head of population (£2,968,000/ 582,000)		

