

Worcestershire  
**Regulatory Services**

*Supporting and protecting you*

# Activity Report 2017/18

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District Council

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# Foreword

Welcome to the final set of activity data for 2017/18. As you saw in the previous reports, the first half of the year was very busy with very high numbers of nuisance cases. These eased during quarter 3 and the cold weather in quarter 4 helped to hold the numbers down, allowing more focus on some of the proactive work like Food Hygiene inspection. Planning worked dipped during February but numbers began to climb again through March towards the new financial year. Health and Safety complaints remained relatively low while food safety complaints rose back to pre-Christmas levels but not above the norm.

The Dog Control graphs continue to show the downward trend we'd all like to see. These can be particularly difficult cases for our Duty Officers as dog owners are invariably very emotional about their pets and are seldom happy with the fact that they must pay the costs to the local authority and the fine introduced some years ago by Government. Sometimes members express concerns about the costs, but it is only the partners' robust policy approach to those who allow their dogs to stray, especially those who persistently manage to lose their dogs that has yielded these successful results. As always, we hope you find this report informative and, if you've any questions about the overall figures or figures for your won district, please contact either myself or the relevant Team Manager. Your member services teams have all of our details.



Simon Wilkes  
Head of Regulatory Services

# WRS Headlines

## Quarter 1

### Feed The Bins, Not The Gulls

During June, Worcester City launched the 'feed the bins, not the gulls' campaign. A significant part of this campaign was implemented by WRS including; management of the contract to undertake the egg replacement work in the city centre, exploring the potential deterrent to nesting that red rooves may present and liaison with residents and businesses wishing to take their own action or complain. Red Kite Pest Control have replaced gull eggs for rubber dummy eggs in nests on city centre rooves for many years but this has been widened to include new properties this year. The advice issued to businesses has changed to reflect the work they can do to reduce the suitability of their own rooves for nesting as well as action they can take to reduce the impact of the gulls such as car ports to prevent gulls leaving mess on cars and advice to eateries on preventing food being taken.

### National Licensing Week

During National Licensing Week (June 19th to 23rd) Licensing Officers and Officers of the Gambling Commission made a number of visits to licensed Gambling premises (Betting Shops, Adult Gaming Centres and Bingo Halls) across the County. The results of which only showed minor infringements of licence conditions which were easily rectified. These results showed that the majority of these types of premises are well run with little disorder.

### Taxi Enforcement

The countywide Hackney Carriage and Private Hire Vehicle enforcement program has begun with the Bromsgrove District; this being the first of many enforcement exercises planned across the county in the coming year. A number of vehicles were taken off the road until faults were rectified - as they were found to be not fit for the purpose of carrying passengers; further exercises are planned and will be carried out shortly.



### **Best Bar None**

Licensing Officers have participated in the steering group to introduce the Best Bar None scheme in Bromsgrove; with a number of the Licensing Officers attending the opening launch. All Licensing Technical Officers will be undertaking a specialised training programme to become Best Bar None assessors in early September.

### **Licensing Appeals - Worcester City**

There have been two appeals in the courts for taxi related matters. The first was an appeal by an applicant who had been refused a licence to drive hackney carriage and private hire vehicles as he did not meet the Council's medical requirements set out in Policy. In short, he did not meet the DVLA Group 2 standards adopted by the majority of Councils as is best practise and was therefore refused a licence. The decision of the Council Sub-Committee was upheld by the courts. Costs of £400 were awarded against the appellant in this case.

The second was an appeal by an existing licensed driver against the decision of the Council's Licensing Sub Committee to revoke his driver's licence. A decision had been made to revoke the licence based on the fact there had been a recent complaint of abusive behaviour towards a Council staff member, and also concerns over his lack of compliance and cooperation with Licensing officers regarding the poor condition of his hackney carriage vehicle. Records also showed a history of non compliance and abusive behaviour including an earlier revocation of his licence in 2014, which had been overturned by the Magistrates Court. The licence holder unsuccessfully appealed against the Council's decision to revoke his licence to the Magistrates Courts on 30/01/2017 (the licence holder failed to attend). Once again the appeal was dismissed on 14/07/2017 at the Crown Court and the decision of the Council Sub-Committee upheld. Full costs of £870 were awarded against the appellant in this case. The judge hearing the case was quite scathing of the licence holder stating that he was wholly unfit to hold a licence and had a cavalier attitude towards the rules. Although this case had been a long time coming (issues first identified from 2015 onwards), the outcome was certainly welcomed by everyone who had been involved.

### **Food Safety Audit**

In May we were audited by the Food Standards Agency (FSA). Whilst for legal reasons the audit focussed on Wyre Forest District Council the auditors accepted that our working practices applied across all the Districts. The physical audit took place over two days with the FSA piloting a new approach which was more of a critical friend than the previously arduous audits known to many local authorities. The audit outcome has been very positive with a strong acceptance of our new ways of working. The full report will be published on [www.food.gov.uk/enforcement/auditandmonitoring/auditreports](http://www.food.gov.uk/enforcement/auditandmonitoring/auditreports)

### **Food Safety Prosecutions**

Grillicious Pizza and Grill in Mount Pleasant, Redditch, who had been visited by officers several times and ignored advice, was recently prosecuted with fines and costs of nearly £9,000 imposed; a sign of the impact of the Sentencing Guidelines which came into force in 2016. A rat infested Wychavon distribution warehouse, Mayfair Holdings, was fined over £4,000.

### **Food Hygiene makes the news**

The local press, particularly the Worcester Evening News, are now regularly running stories on low scoring businesses. We both welcome and encourage this as it can help drive up safety standards as the businesses which have featured all reported a drop in sales. The good news is that they have also given coverage to business improvements.

### **Fire Safety Checks**

WRS officers have been working with the Fire Authority on a project making fire safety checks on people living over food businesses, both tenant and owner-occupied. This predates the Grenfell House incident. Regrettably, the Fire Authority has had to take enforcement action in a large number of premises.

### **Congratulations to our Environmental Health Student**

Our student, Evesham based Lisa Maskell, who was on placement with us for three years and helped develop the Healthier Choices Food Award, achieved a First Class Masters Degree in Environmental Health from Birmingham and was promptly offered a job at Selfridges!

### **Worcestershire Food and Drink**

There is continuing development of the Worcestershire Food and Drink Project, funded by the Worcestershire LEP. We recently commissioned a stand alone website through Worcester-based Source Design and Print and are working with Hale Events, organisers of The Food and Drink Trade Show at the Three Counties Showground, to make an even better experience for our local food businesses in 2018. We are also working with Visit Worcestershire to promote our Level 4 and Level 5 rated food businesses on their new website from January 2018.

### **Café owner fined**

The owner of a café in Redditch has been fined for breaches of food safety and hygiene regulations. Keith Robert Troth pleaded guilty at Redditch Magistrates Court on Thursday May 11 for failing to ensure food was protected against contamination, lacking the required procedures for cleaning and food control, and failing to keep premises clean and in good condition. The case was brought after a routine food hygiene inspection at Mr Troth's Cerrones Café in Oxleasow Road in October last year had found mouse activity and a build-up of dirt and debris. The court heard that Worcestershire Regulatory Services (WRS) had carried out the inspection while the café was open and serving food on 5 October 2016. Mouse droppings were found in food preparation areas and on the counter top next to dishes of cooked food and a drinks machine. Mouse activity was also noted in storage areas, including on open lids of food storage containers, and a pack of blue paper rolls containing chewed up paper and mouse droppings was also found. A build-up of dirt and debris had also indicated a lack of cleaning procedures. Magistrates took account of Mr Troth's limited finances, lack of any previous convictions and early guilty plea in fining him £500 for four offences, and awarding costs of £1,000 plus a victim surcharge of £50.

# WRS Headlines

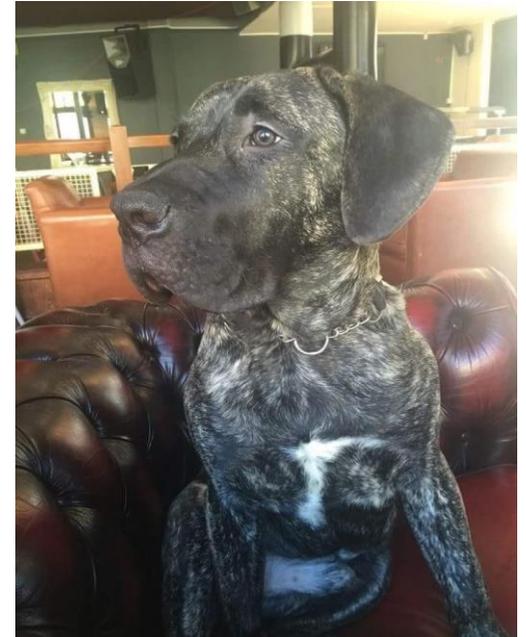
## Quarter 2

### **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.

# 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.

# WRS Headlines

## Quarter 4

### Promotion of Good Dog Ownership

During January and February the Dog Wardens issued a couple of press releases aimed at providing dog owners with advice and preventing animal cruelty through neglect and inability to pay vet fees. The campaign focused on two specific dogs which were the subject of cruelty through neglect and mistreatment. In the former, regarding Doodlebug, who is an elderly Labrador, she was in pain, emaciated, could hardly walk and wasn't microchipped, was found just before Christmas. The press release went out after the period for any owner to come forward lapsed in the new year. We assumed that vet bills associated with the dog's eye problems and diabetes that was diagnosed were too expensive leading to the dog being abandoned. Whilst we can not pay the vet bills of owner's dogs, we are able to provide advice and guidance to dog owners to charities that can assist or provide alternative solutions if the owner is unable to afford to care for their dog.

The second press release in February related to 'Bosley' a stray boxer picked up in the Bromsgrove area by a member of the public who was distressed by the dog's condition. It is clear the dog had been in a serious dog fight. The focus of this press release was to ask members of the public to report any welfare concerns such as breeding for dog fighting or animal cruelty. As always we also asked the public for any information on the owners of Bosley and Doodlebug (both renamed by the Dog Wardens). To date we have had no one come forward.

### Licensing Update

During quarter four, licensed drivers have been made aware of the implementation of sections 165 – 167 of the Equality Act 2010 and reminded of their responsibilities towards all passengers with disabilities. It is hoped that a media campaign to raise awareness amongst the public can be undertaken this spring to support this. The campaign would include reference to the implications of sections 165 – 167 as well as highlighting how any issues can be reported.

As a result of this change to the law, drivers of designated wheelchair accessible taxi and private hire vehicles are now obliged to:

- Transport wheelchair users in their wheelchair
- Provide passengers in wheelchairs with appropriate assistance
- Charge wheelchair users the same as non-wheelchair users

The new powers only apply in those areas where the licensing authority has decided to maintain a list of designated vehicles under section 167 of the Equality Act 2010 and where the driver is driving a vehicle included on the list of designated vehicles maintained by the licensing authority. Licensing Officers are working with all districts in this regard. New internal vehicle plates have been designed showing the vehicle licence number to the outside and to the inside information about how to compliment the driver or how to make a complaint – giving WRS contact details and the relevant licence number of the vehicle.

Licensing continues with its vehicle inspection improvements across the County with consultations on the adoption of “National Vehicle Inspection Standards” being carried out in a number of districts. WRS Officers are currently working with neighbouring authorities who are looking to standardise a set of conditions which would be attached to Hackney Carriage and Private Hire Vehicle, Driver and Operator Licences, it will be interesting to see how this work develops.

Licensing Officers have, in conjunction with West Mercia Police and the Police and Crime Commissioners preferred training provider, been delivering a free awareness raising campaign to taxi drivers in relation to CSE (Child Sexual Exploitation) across the County. A number of training sessions have already been delivered in Redditch, Worcester and Wyre Forest with further sessions in Wychavon, Bromsgrove and Malvern Hills being rolled out over the next few months. It is planned to report uptake and attendance to each Licensing Authority later in the year.

Since the launch of the pre-application assistance service last quarter a number of enquiries have been received and officers are assisting with the completion and submission of a variety of different types of application. Verbal feedback from those customers who have used the service thus far shows that the service has been well received. Officers can determine the correct level of advice required for the applicants’ individual needs and assist in helping the customer to understand Council’s policies and navigate both application forms and process, in turn helping them to reduce any unnecessary and often costly delays.

Work is being carried out on the “Statement of Gambling Principles” (Gambling Act 2005) which is due for review by each District Council this year; Officers have been working closely with the Gambling Commission to ensure a consistent approach across the County and as part of this process each Licensing Authority has to produce a “Local Area Profile” in relation to Gambling. It is envisaged that the “Local Area Profile” will be a countywide profile with both documents in place by January 2019 in line with statutory deadlines.

### **Environmental Health Projects**

During 2017/18 WRS were involved in two significant projects that focussed on health and well-being, namely the ‘Healthier Choices Food Award’ and ‘Worcestershire Works Well’.

customers who are looking to lead a healthier lifestyle. The accreditation scheme, developed by WRS, has been in operation since August 2015 and currently comprises 26 businesses across the County. The scheme is available to restaurants and catering businesses that have achieved level 4 or 5 under the Food Hygiene Rating Scheme (FHRS) and also promotes local produce which ties in with the 'Worcestershire Food & Drink' initiative discussed late in this assessment.



Worcestershire Works Well is a partnership incorporating Worcestershire County Council, WRS, Hereford and Worcester Chamber of Commerce, Wellness Works and the Sport Partnership. It is designed to improve workplace health and well-being in Worcestershire. The main role of WRS within this partnership is to promote and market the scheme and provide advice to local businesses. Funding is provided for WRS to undertake this work and this is expected to continue during 2018/19.



### **Environmental Health Projects**

WRS were delighted to be highly commended in the "Outstanding Environmental Health Team" category of the Chartered Institute of Environmental Health's 2017 Excellence Awards. The awards, which took place in November, enable the professional body to celebrate excellence and innovation in service delivery and showcase new approaches to improving the level of service to business and local communities.

The award submission focussed heavily on innovation and transformation work within the Community Environmental Health, Technical Services, Duty Officer and Intelligence Teams, including:

The self-help package for nuisances

The carrying out of contract work for other authorities.

Trying to resolve problems at the first point of contact through the Duty Officer system

LEP work on the Worcestershire Food and Drink Association project

The Healthier Choices Food award

Working closely with legitimate businesses and their relevant trade bodies including business seminars

Self-help for Planning Officers

The development of our Environmental Health Intelligence Team and tasking within the service

## Air Quality & Contaminated Land

As air quality continues to steal the headlines nationally local air quality continues to be of equal 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 made the decision 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 apportionment 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.

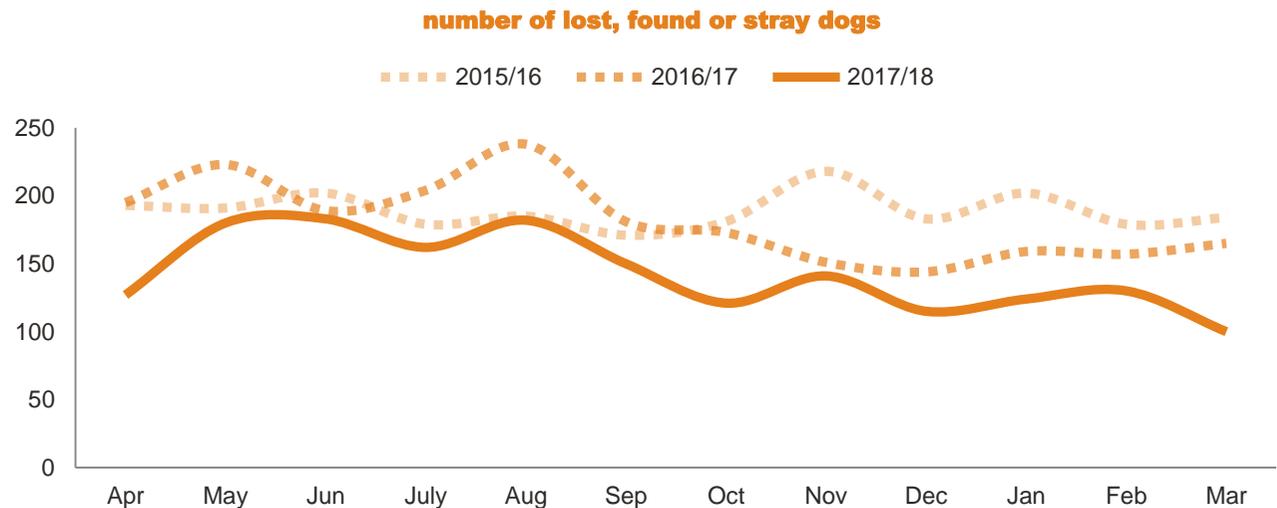
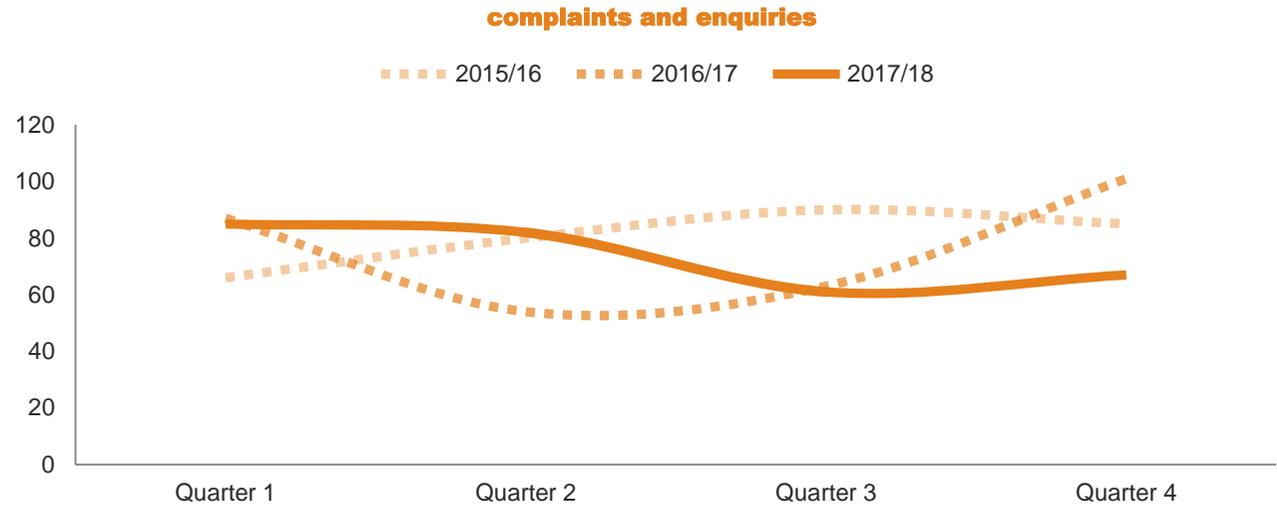
# Dog Control

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 year, work has continued behind the scenes to explore the commercial opportunities and identify potential client organisations.*



# Environmental Permitting

Compliance in this sector remains high which is a credit to the industries of Worcestershire and their overall commitment to ensuring that the environment is protected in accordance with the law.

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 has 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 issued guidance nationally to other authorities in conjunction with the Environment Agency.

Business 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.

# Food Safety

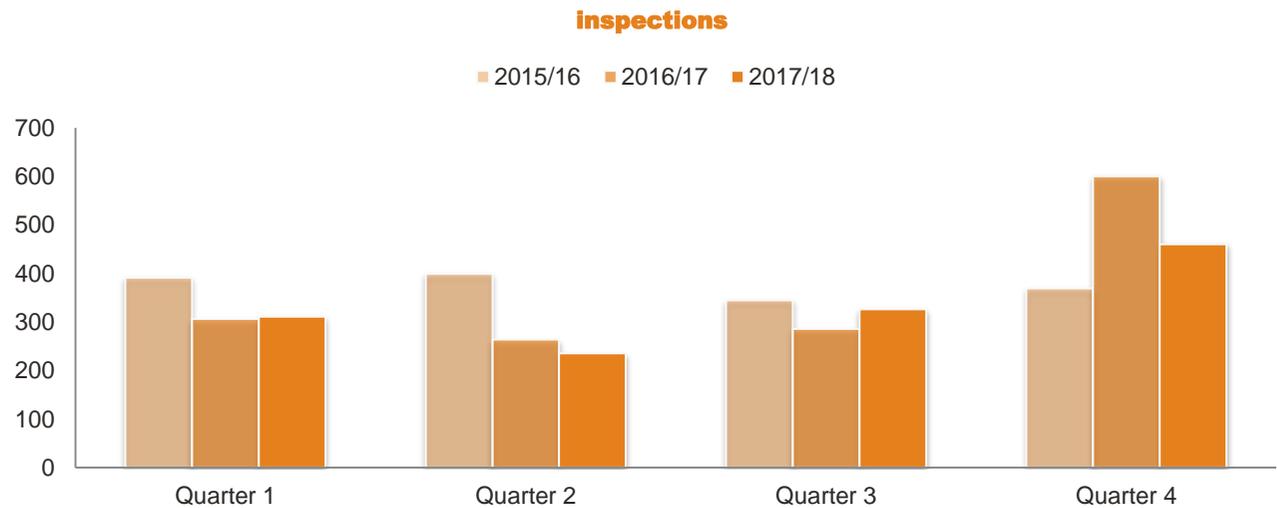
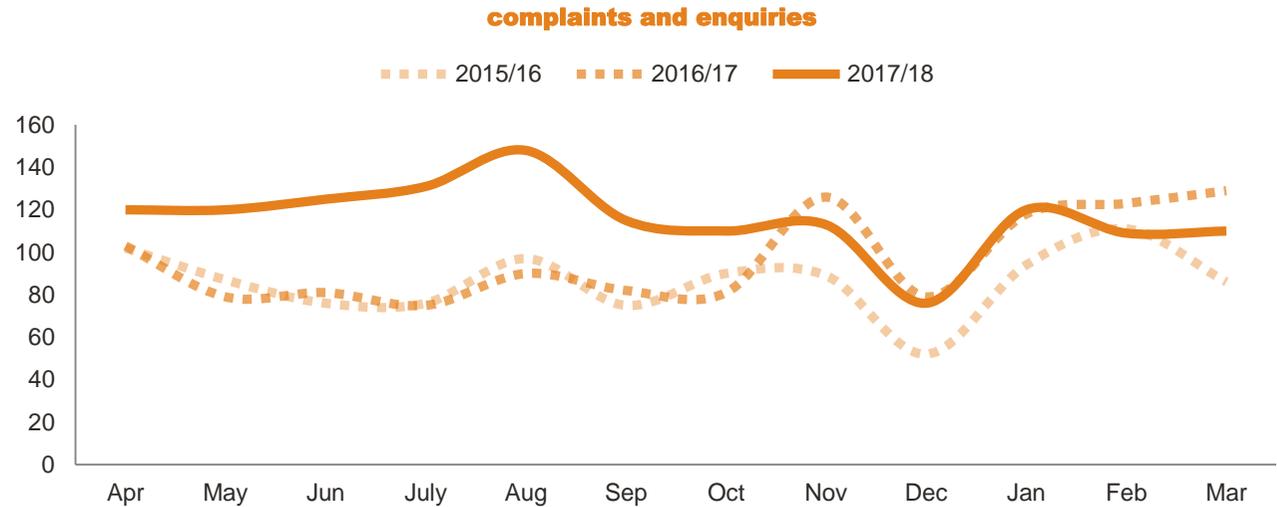
The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to food safety. Types of cases recorded under this category include hygiene of premises complaints, complaints about food products and requests for business advice. The chart (bottom right) 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 first half of the year, numbers returned to those more typically expected during quarter four, though overall exceeding the numbers in previous years.*

*We retained the services of our temporary workers into quarter four to keep up with programmed food visits and continued to address those food businesses identified as being outstanding during our audit by the Food Standards Agency. This served to keep us on track and achieve our food interventions programme.*

*460 interventions were carried out in quarter four bringing total interventions to 1,332 across the county for the year. A high proportion (97.6%) of premises in all districts are broadly compliant, indicating that the vast majority of food businesses are well run. In addition all significant actions as reported following our Food Standards Agency audit have now been completed.*



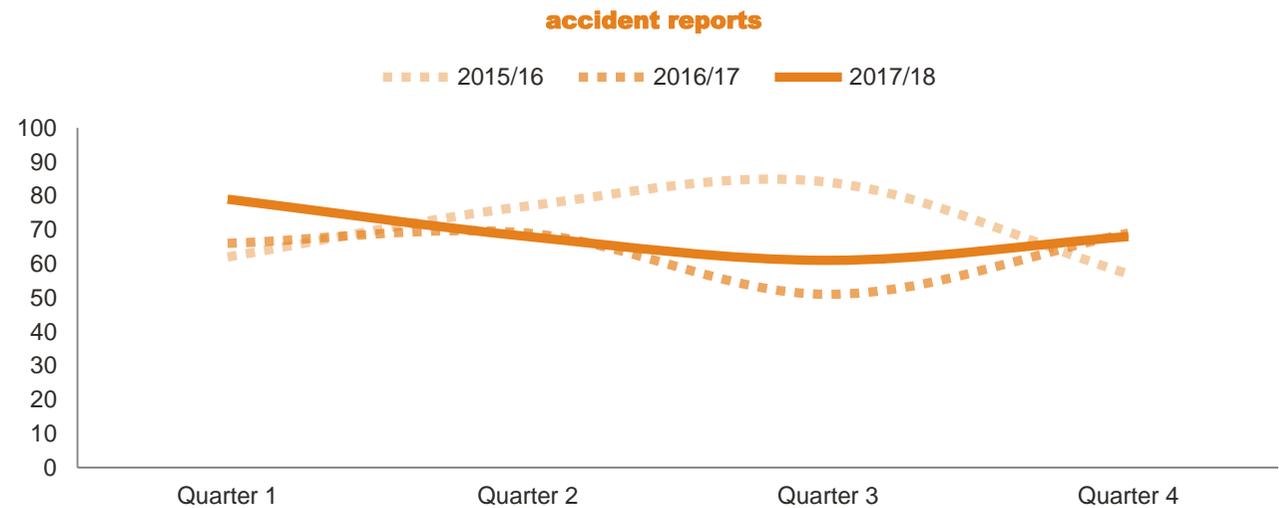
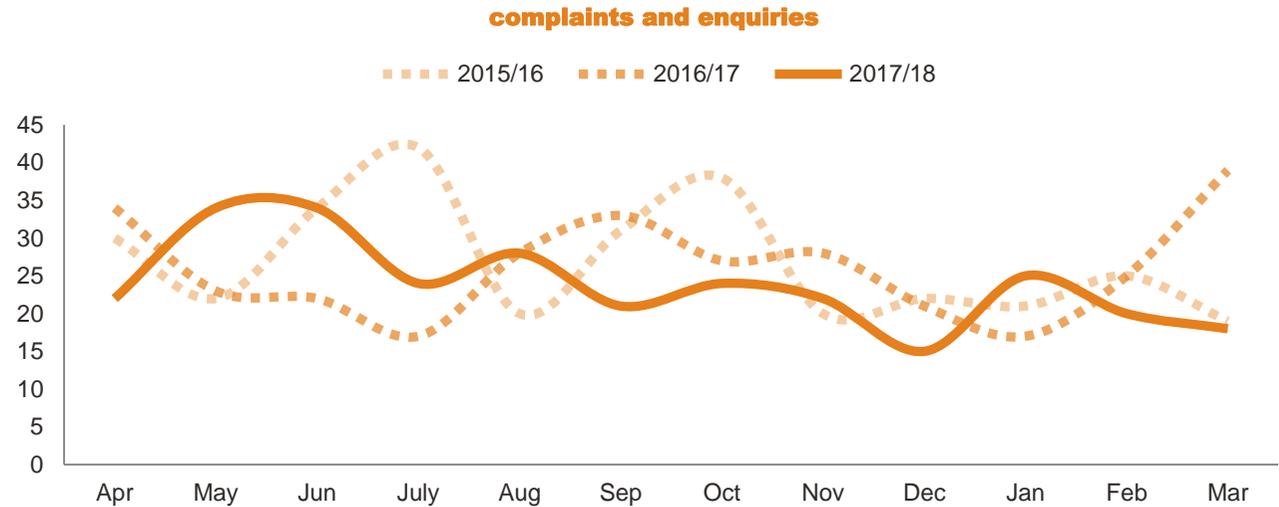
# Health and Safety

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 but remained broadly in line with expectations based on previous years. Health and safety activity continues to be intelligence led and the high level of enforcement activity continues, with several formal actions pending. A fatality was successfully prosecuted in March in conjunction with the Crown Prosecution Service.*

*The number of accident reports increased from quarter three but overall these have remained at similar levels to 2016/17.*

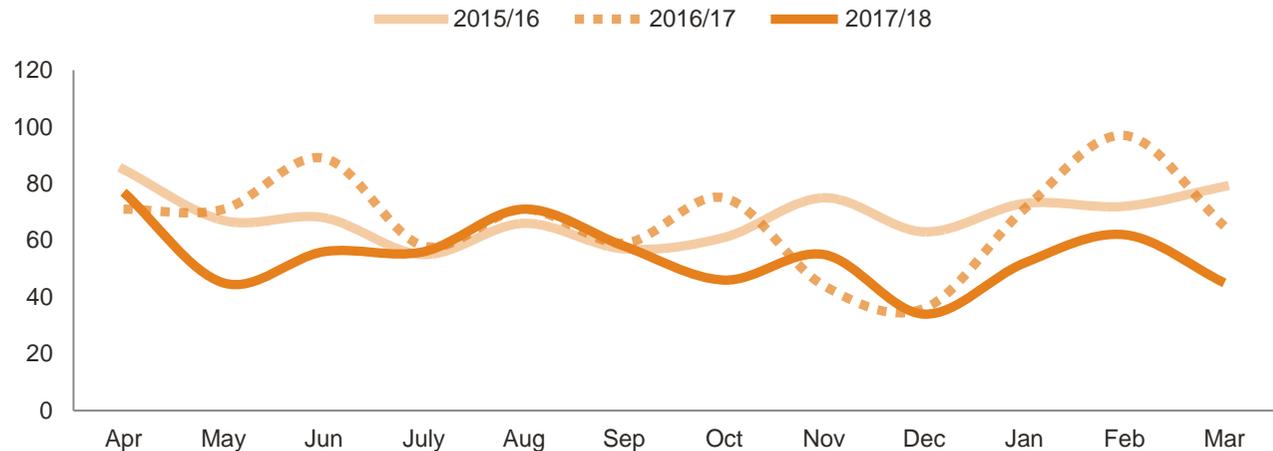


# Information Requests

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

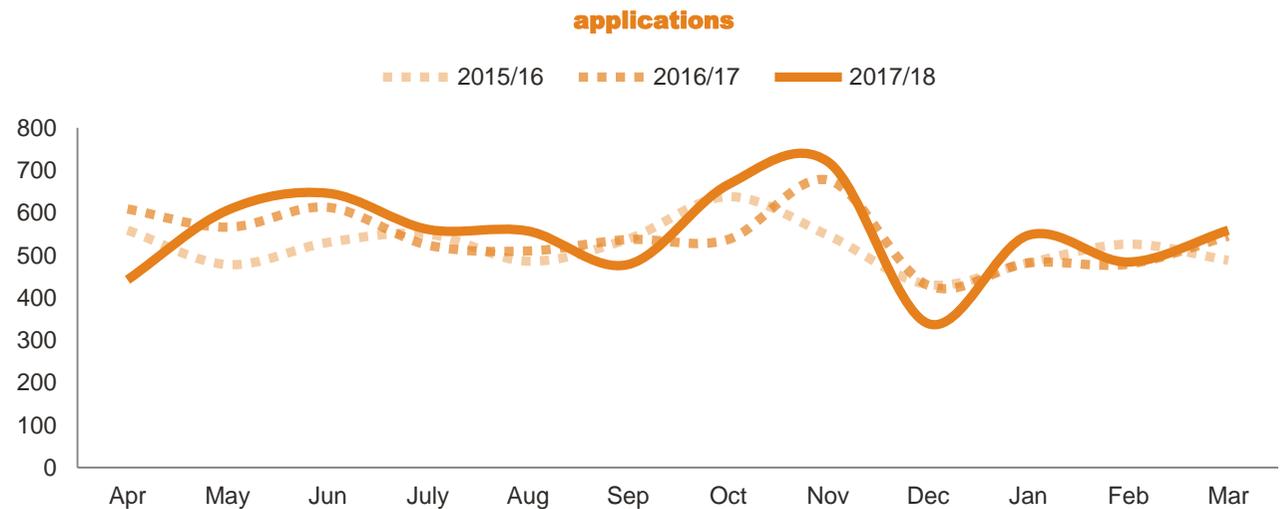
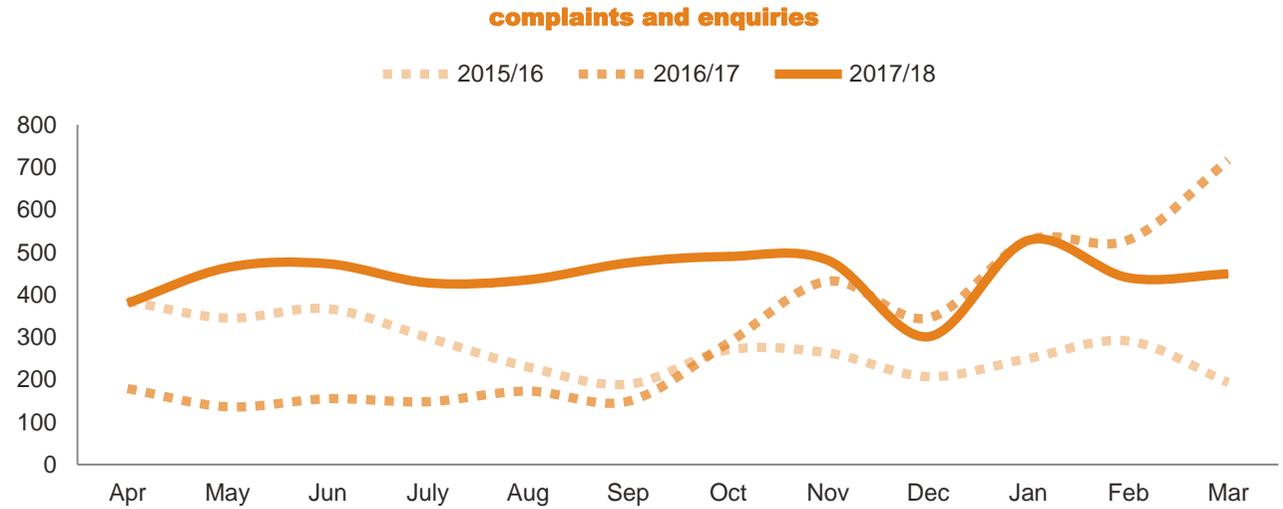
*The usual winter lull in information requests was evident this year and the traditional increase will be experienced during quarter 4 followed, albeit at a level lower than in previous years. A programme of proactive publication of information has commenced based on routine FOI requests which is hoped 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. Much work was also done during quarter 4 in relation to the new GDPR which came into force on 26th May. The Management ETam has been supported in this by the Host's Information*

# 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

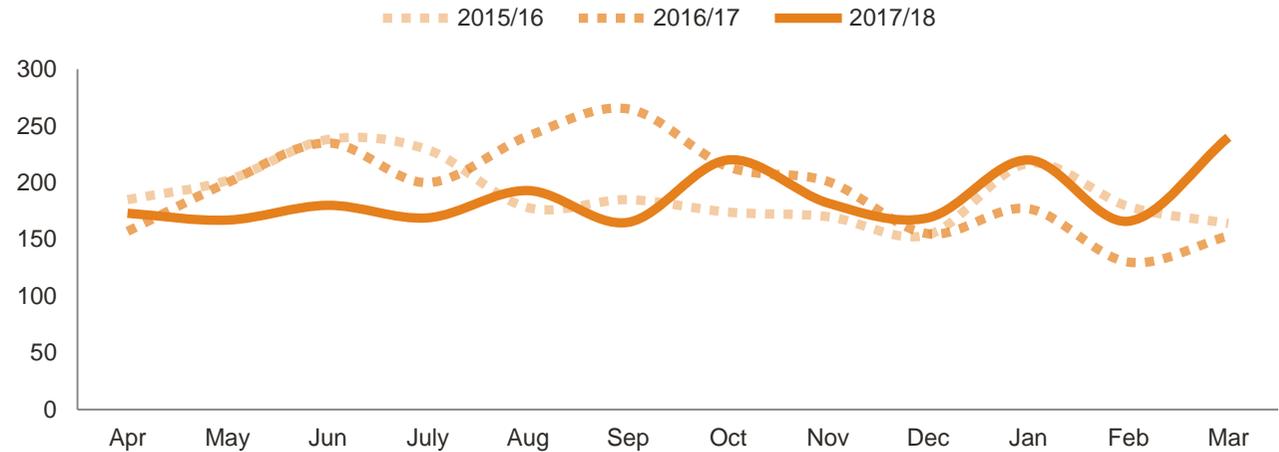


# Planning

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

The number of planning cases referred to WRS has increased by 8.8% since the previous quarter with an overall increase of 3.6% compared with 2016 and 2017. Applications across the county have remained stable over the last 3 years with an overall average of 2282 cases per year. Equally planning consultation work for Gloucester City has remained the same as 2016-17 but an increase of 22% has been observed in Tewkesbury accounts for a overall increase of 4% in total application dealt with by the service in 2017-18.

WRS Draft SPD remains out for consultation with planning departments with positive responses received. It is envisaged that implementation will take some time dependant on each authorities process of adopting SPD's in relation to their strategic planning work.

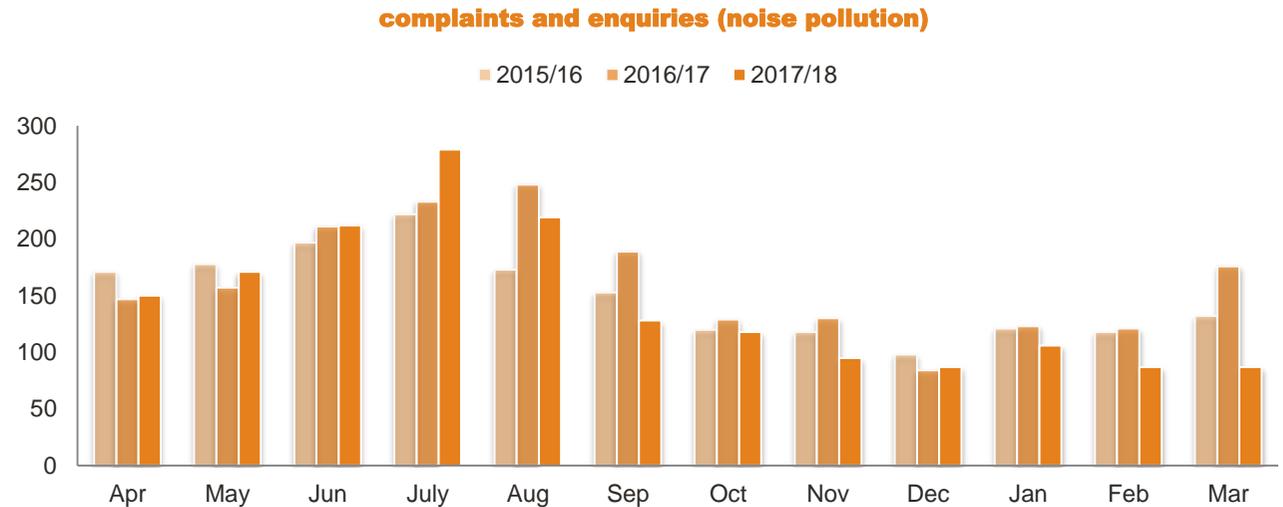
# Pollution

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

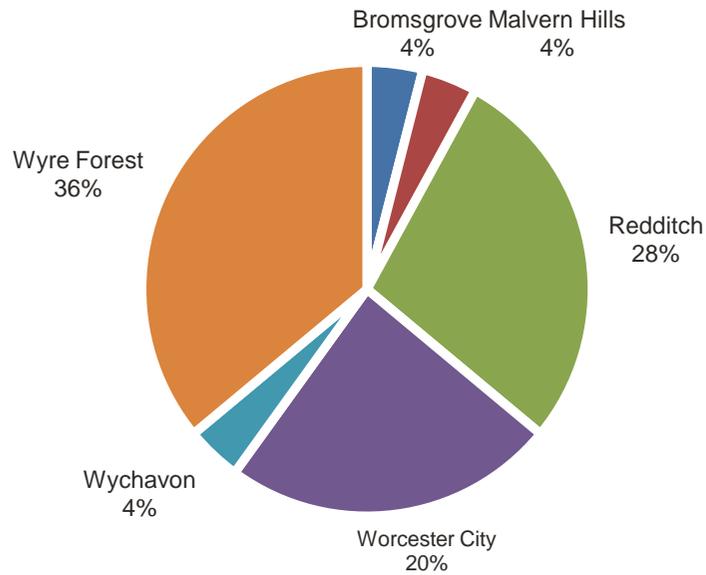
Overall for 2017/18 the pattern and volume of demand remained in accordance with expectations based on previous years. This pattern was mirrored in respect of complaints and enquiries specifically for noise nuisance.

377 nuisance cases were received during quarter four bringing the total for the financial year to 2,387 (covering light, noise, odour and smoke). Noise remains the most common issue raised with a demand of 280 for quarter 4 giving an annual number of 1,739.



# Noise Pollution

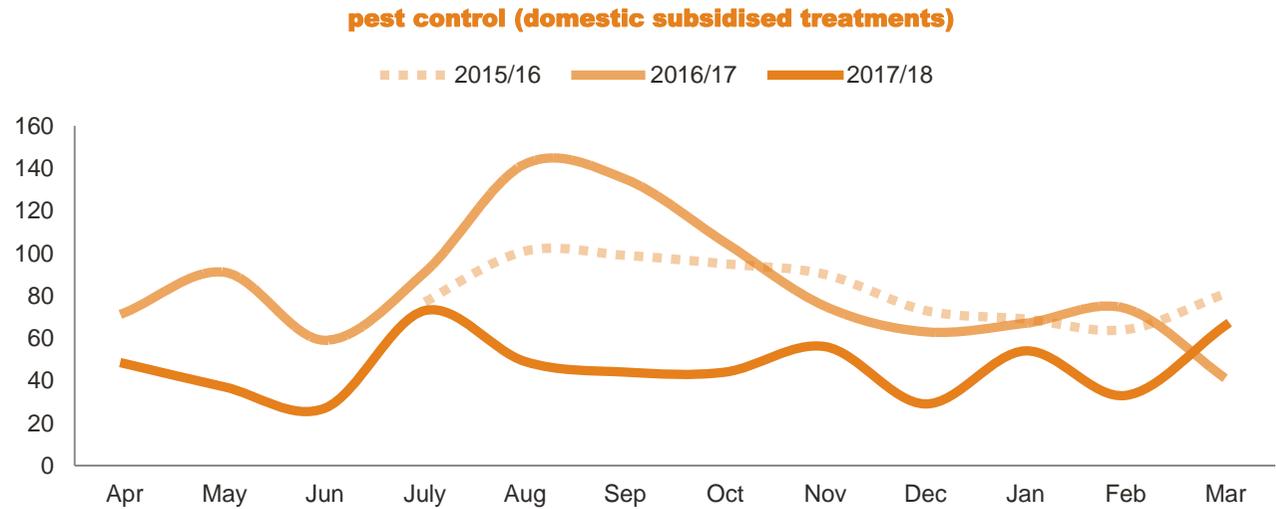
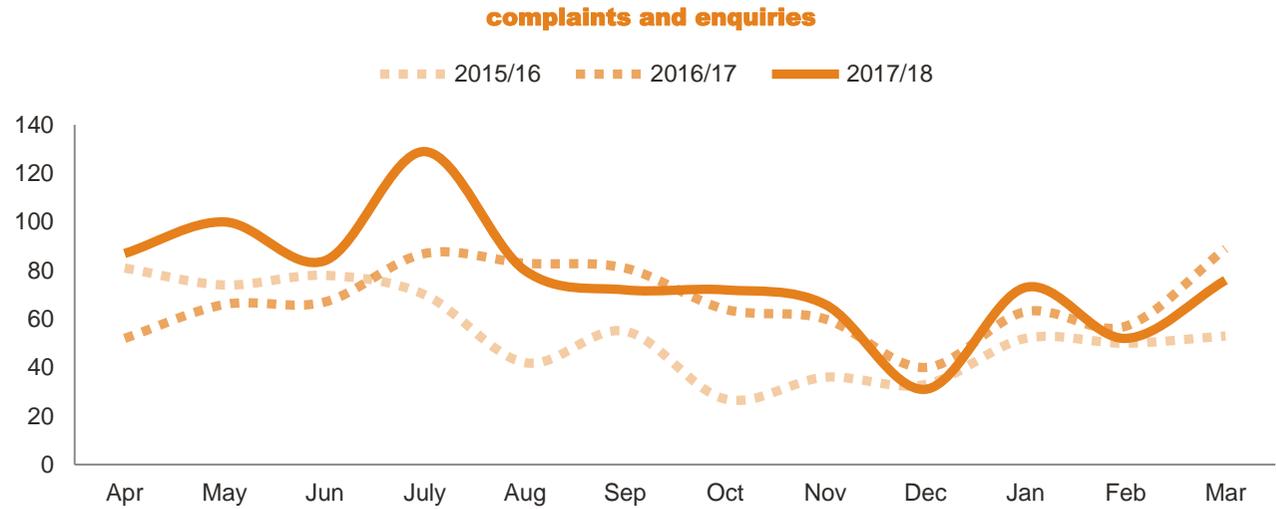
The table (right) shows the top 25 wards within Worcestershire with the highest number of noise pollution cases. Population and incident rates are also shown and reflect the recent boundary changes in Bromsgrove and Wyre Forest. The chart (left) shows the top 25 wards by district, for example, 20% of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



Ward	Total	Population	Rate (%)
Cathedral	45	10,835	0.42%
Greenlands	45	9,122	0.49%
Batchley And Brockhill	40	8,553	0.47%
Blakebrook And Habberley South	39	9,000	0.43%
Bedwardine	35	8,279	0.42%
Abbey	33	6,197	0.53%
Bewdley And Rock	31	8,542	0.36%
Mitton	27	9,752	0.28%
Nunnery	27	8,087	0.33%
Astwood Bank And Feckenham	27	6,042	0.45%
Foley Park And Hoobrook	25	9,914	0.25%
Broadwaters	25	9,108	0.27%
Areley Kings And Riverside	25	8,261	0.30%
Aggborough And Spennells	25	8,685	0.29%
Bengeworth	24	6,793	0.35%
Franche And Habberley North	23	9,783	0.24%
Warndon	23	5,934	0.39%
Arboretum	23	6,195	0.37%
Winyates	23	8,360	0.28%
Central (Redditch)	22	6,494	0.34%
Headless Cross And Oakenshaw	21	8,538	0.25%
Upton And Hanley	21	4,186	0.50%
Offmore And Comberton	17	9,695	0.18%
Saint Stephen	17	5,233	0.32%
Charford	17	3,707	0.46%

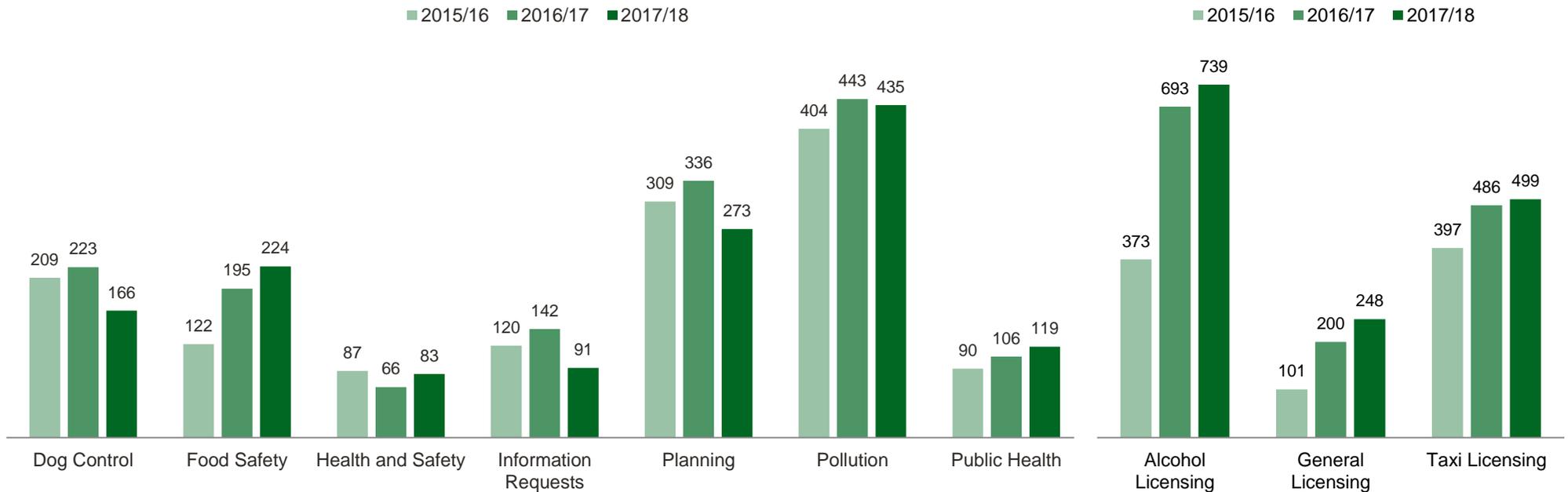
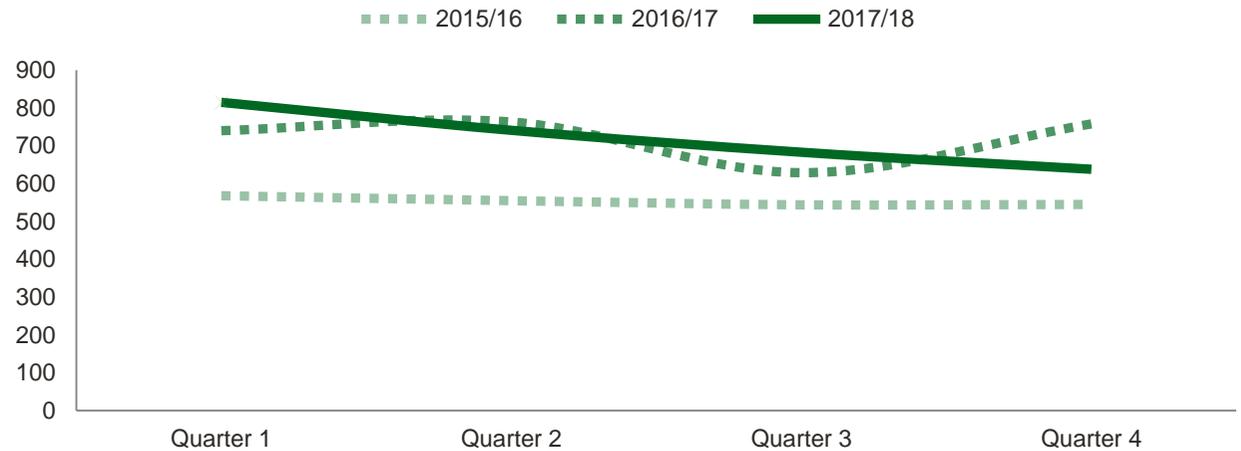
# Public Health

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.

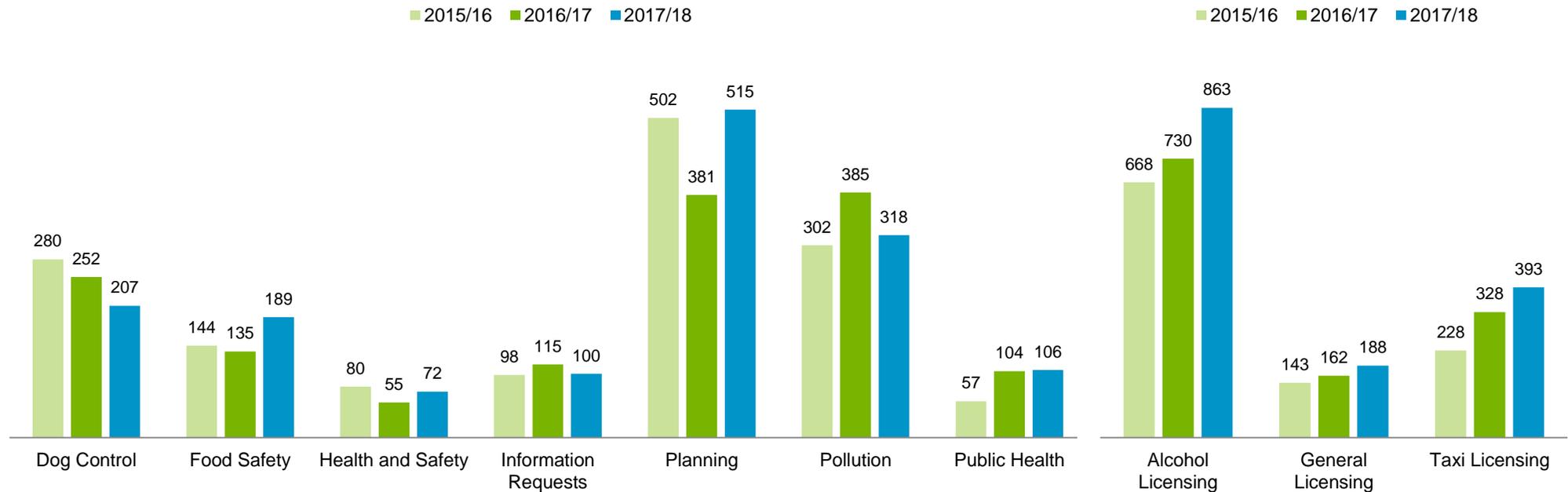
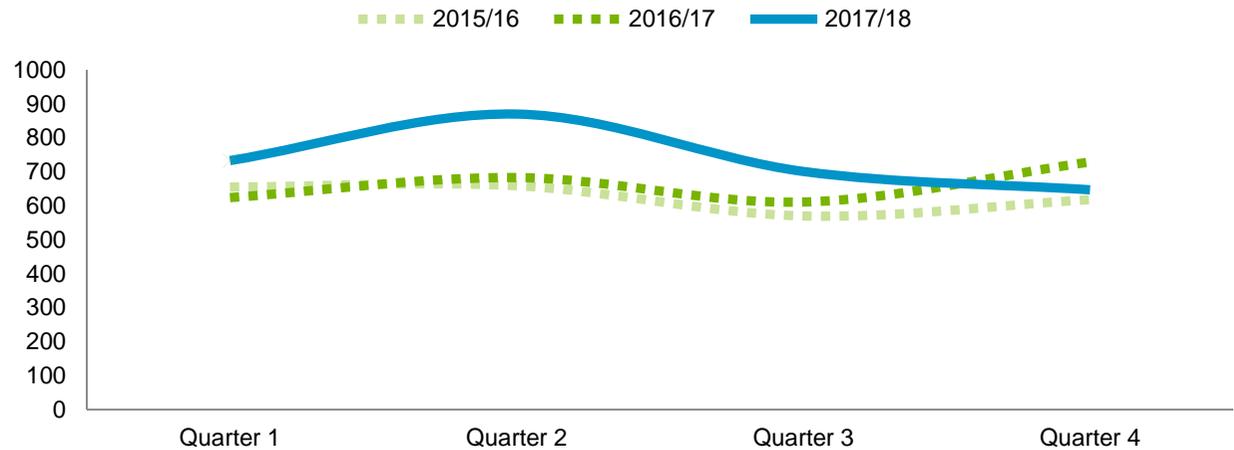




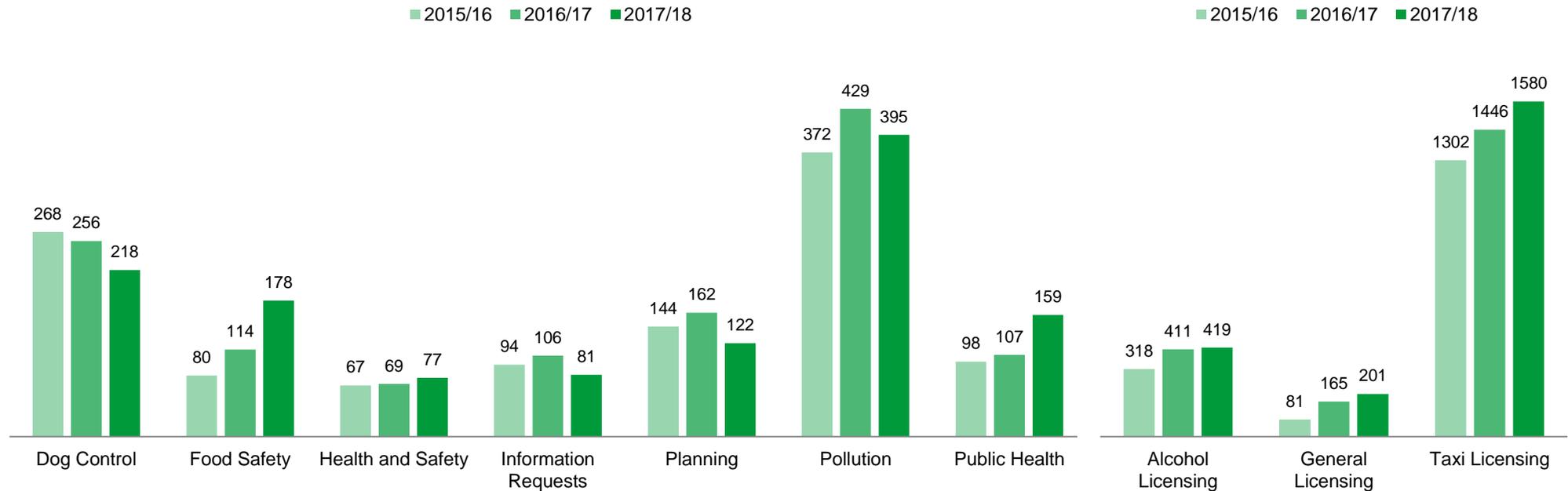
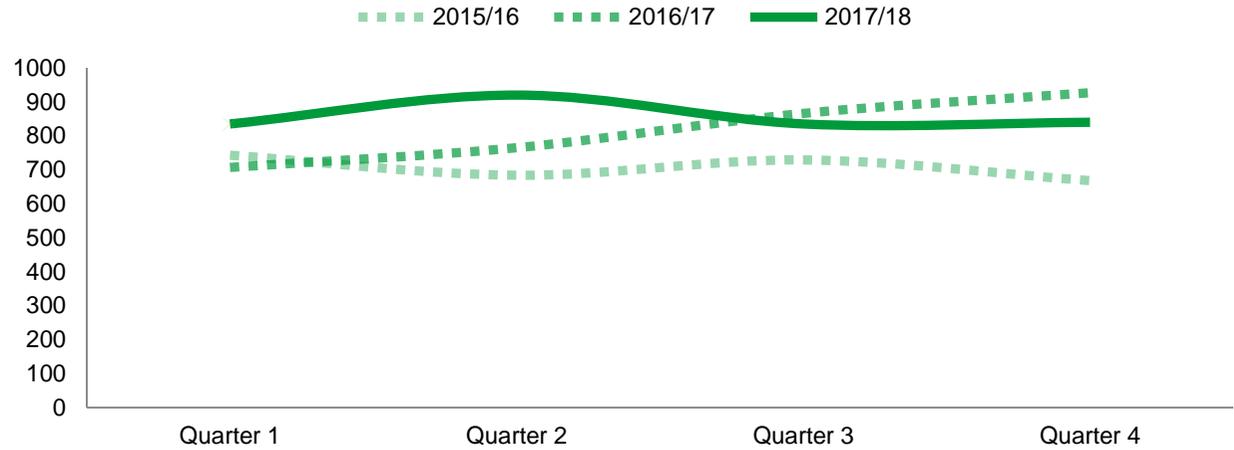
The data on this page relates to **Environmental Health** and **Licensing** complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of **Bromsgrove**.

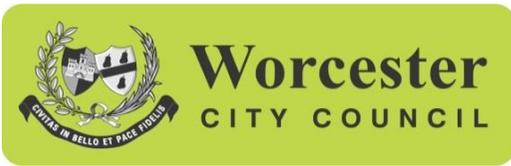


The data on this page relates to **Environmental Health** and **Licensing** complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of **Malvern Hills**.

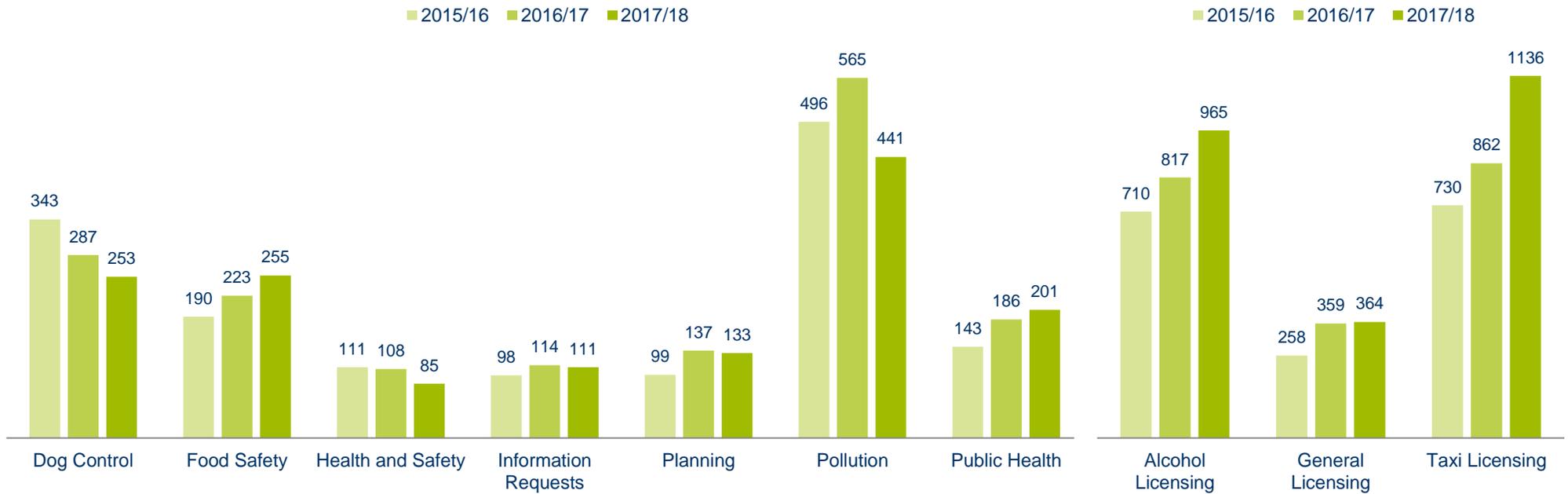
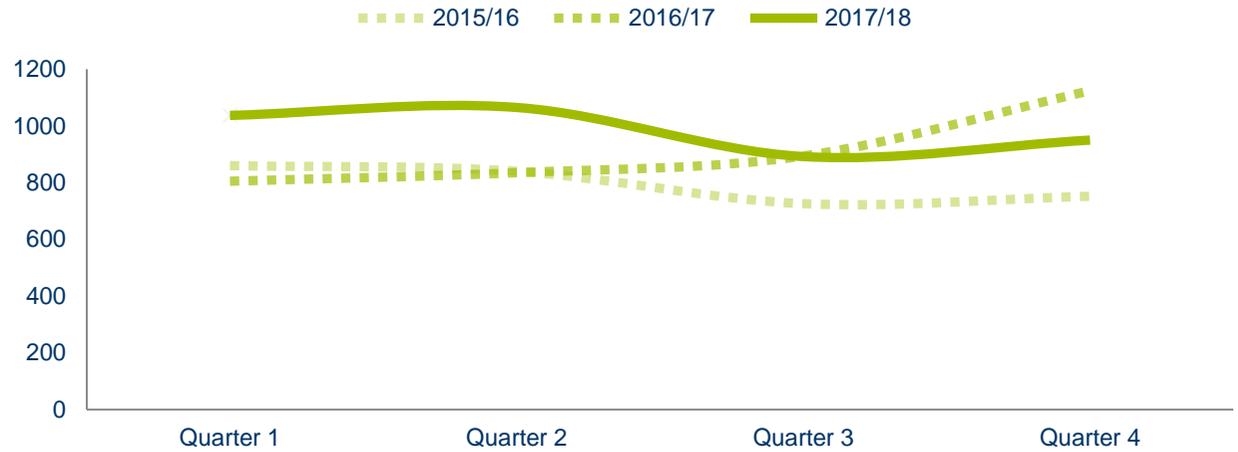


The data on this page relates to **Environmental Health** and **Licensing** complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of **Redditch**.

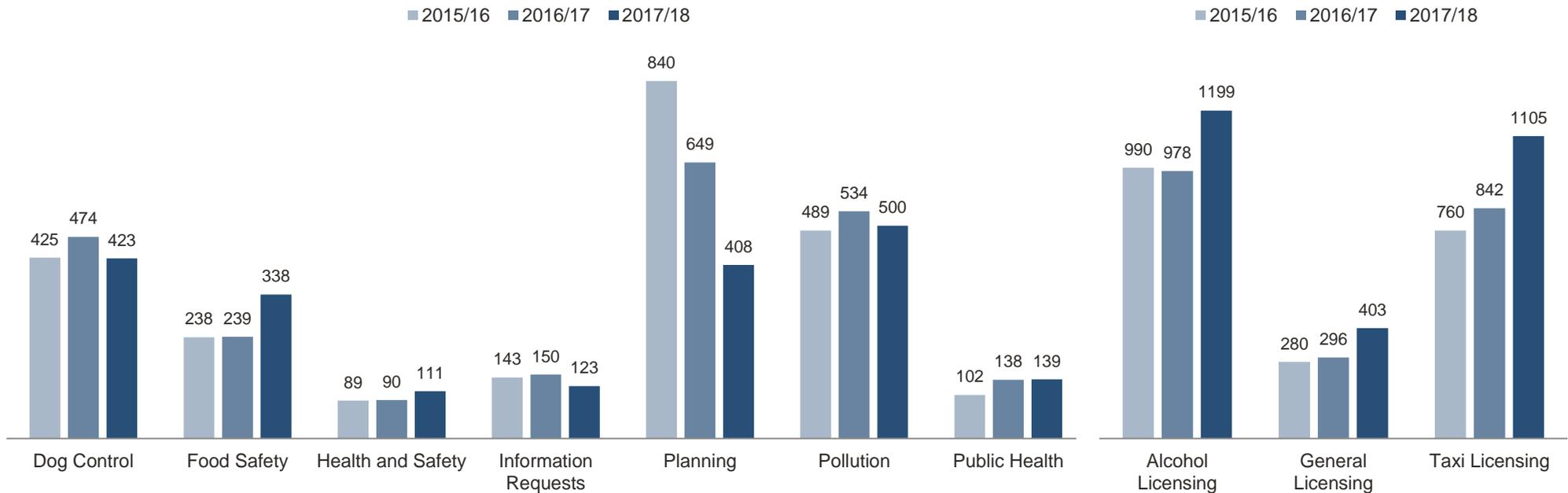
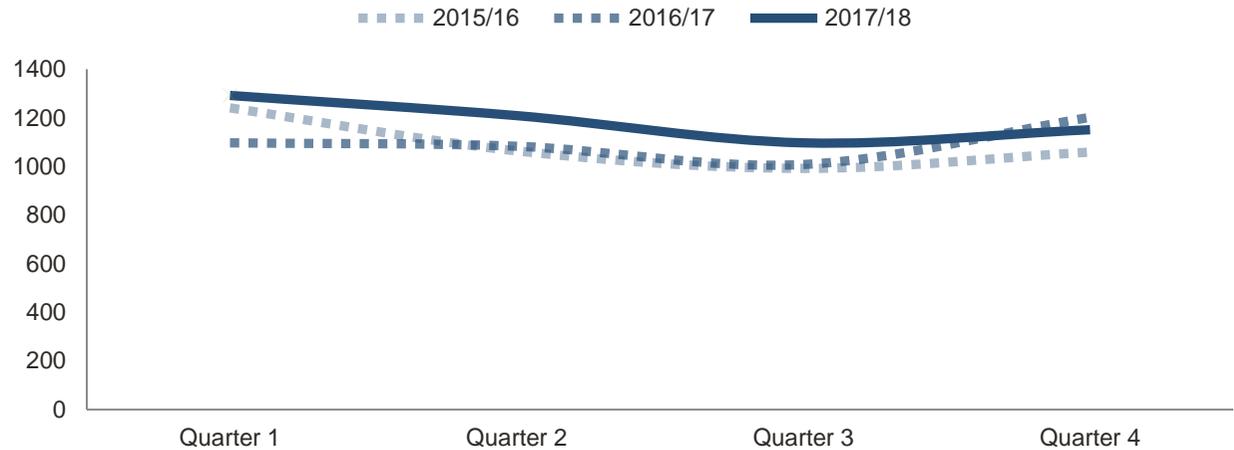




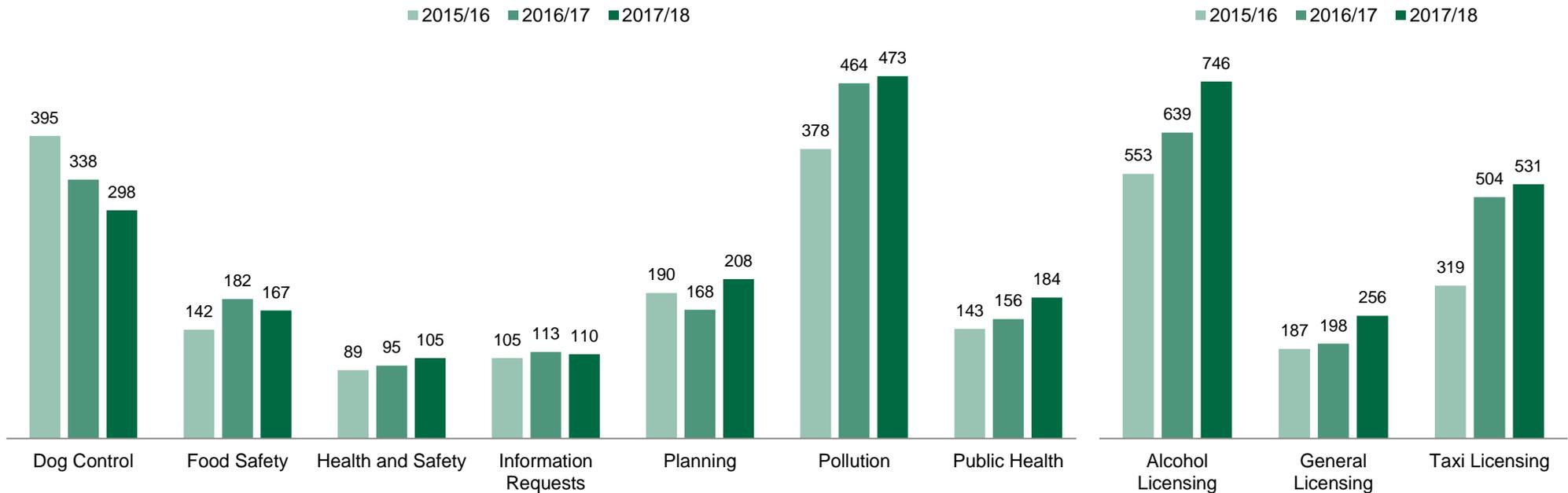
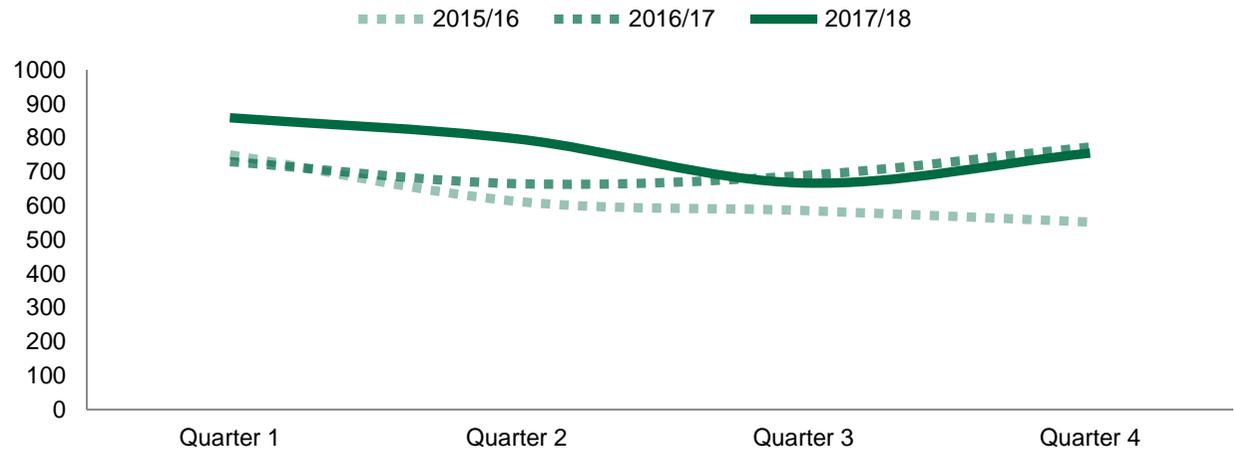
The data on this page relates to **Environmental Health** and **Licensing** complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of **Worcester City**.



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 **Wychavon**.



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 **Wyre Forest**.



# Cheltenham Borough Council

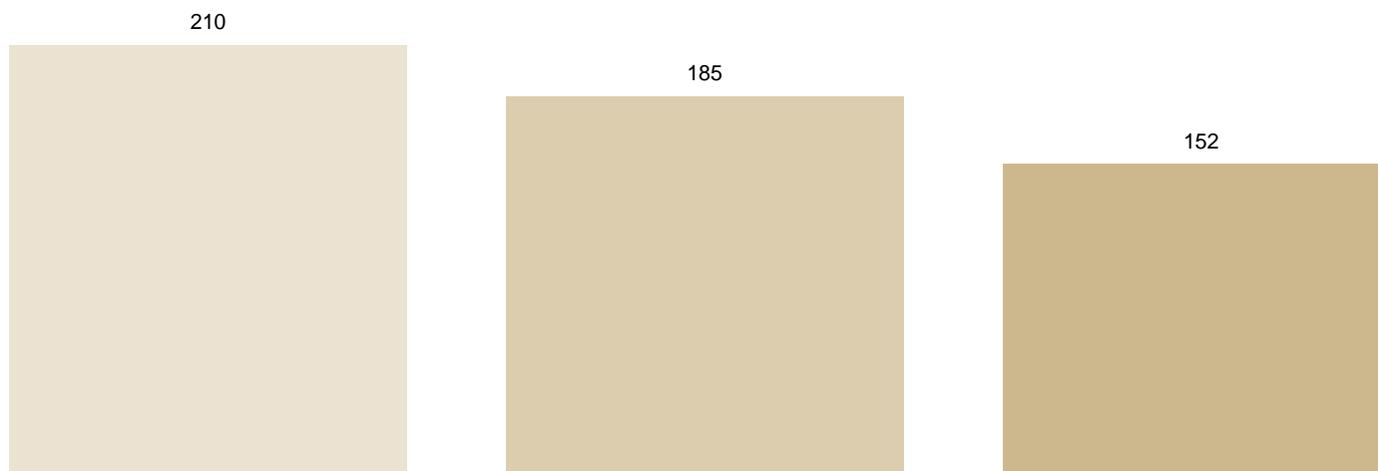


The dog control work WRS undertake for Cheltenham Borough Council is part of a three year contract with two other Gloucestershire authorities (from 2017) to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was renewed following delivery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

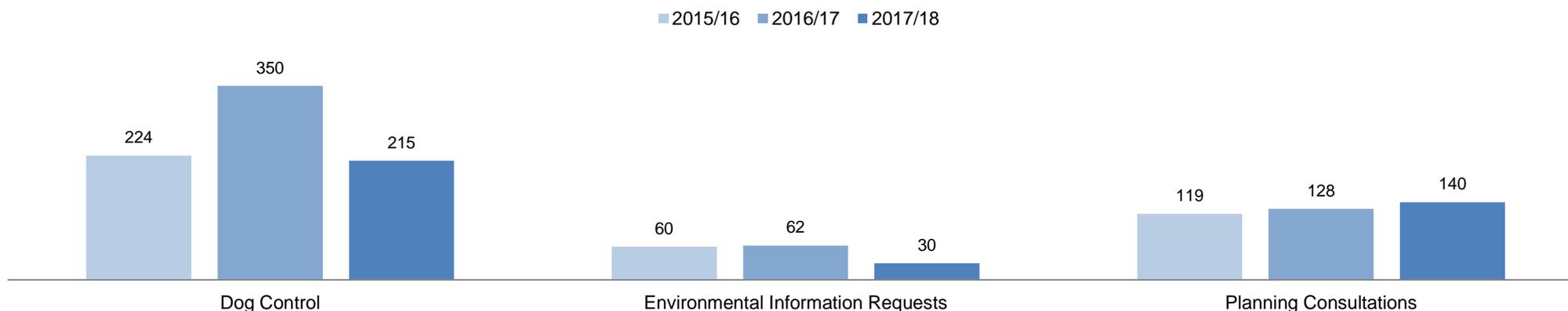


Dog Control

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). As suspected earlier in the year, the numbers of stray dogs for this year are lower than the 2016/17 high. It is believed that numbers 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.

Whilst requests for advice on Planning Consultations (for Contaminated Land) were particularly low during quarter 2, figures recovered during quarters 3 and 4. 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 completed all the inspections due this year and provided full fee calculations for the coming financial year to Gloucester City for billing.

*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, 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.*

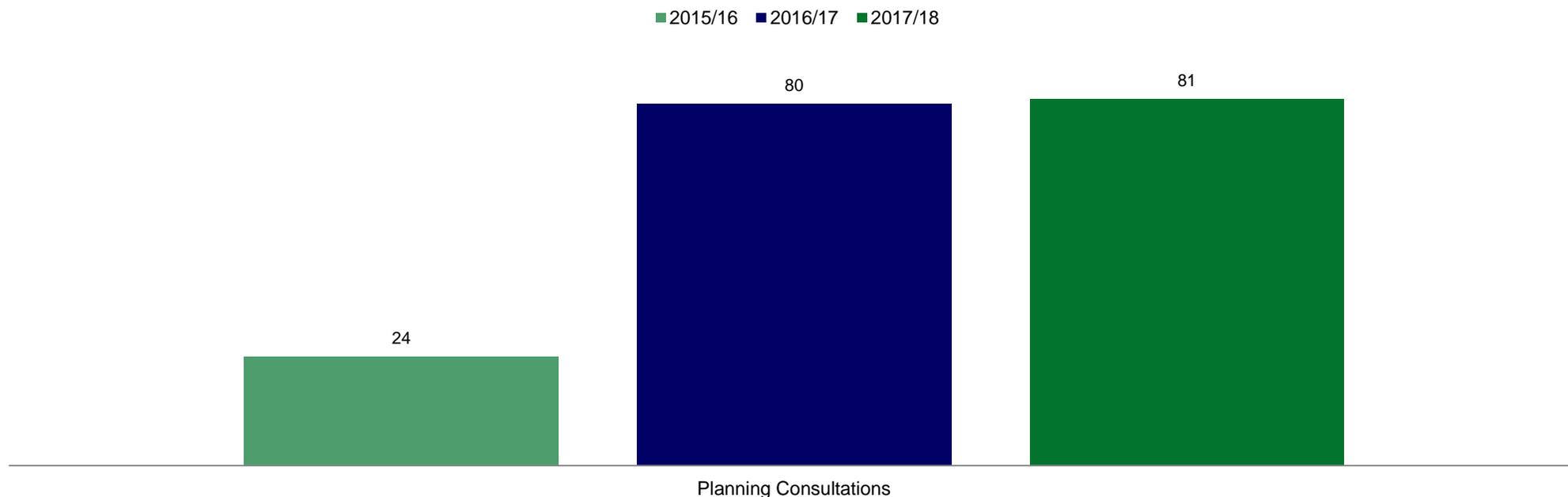


# South Gloucestershire Council



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.

*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. The increase in consultations made to WRS demonstrates the importance that Tewkesbury place on our role with this work.

*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, 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.*

