

WRS Board
21st June 2017

Worcestershire Regulatory Services Annual Report 2017/18

Recommendation	That the Board note the Annual Report for 2017/18 and agree that a copy be forwarded to each Chief Executive of the 6 partner authorities and also to the wider elected member base in their areas.
Contribution to Priorities	Not applicable
Summary	Under the Worcestershire Shared Services Partnership Service Level Agreement, the Head of Worcestershire Regulatory Services and the Lead Finance Officer for the host authority, Bromsgrove District Council, are required to submit to the Joint Board an annual report that covers the performance of the shared service and provides a summary of the finances. This report covers the period from 1 st April 2017 to 31 March 2018. If endorsed by the Joint Board, a copy will be forwarded to each Chief Executive of each member authority and the authors would request that members use their usual channels within their authorities to distribute the report to the wider elected member cohort.
Report	<p>Under Clause 11 of Part 1 of the Shared Services Partnership Agreement, the Joint Board is required to receive a report at its annual meeting which will be held no later than 30 June. The report covers the period from 1 April 2017 to 31 March 2018. The annual report is co-signed by the Head of Worcestershire Regulatory Services and the Lead Financial Officer for the Host Authority as required by the legal agreement.</p> <p>The report covers the performance of the service for that period, both in terms of KPIs and highlights of activity, a short summary activity report appearing at Appendix 5. This has been reduced somewhat as the Committee now receives a separate Activity Data report, which covers these aspects in much more detail. Some detail of the performance indicators has been covered in the Activity Data Report.</p>



Generally performance has remained good. Food business compliance rates remain high. Taxi license renewals are dealt with in a reasonable time in the main. The taxi fleet appears to be generally in good order, although the results from enforcement exercises suggest some driver/ operators need to pull their socks up in terms of maintaining vehicles. Complaints against the service are significantly exceeded by compliments and we understand the main issue for complaints, which relates to paying for the cost of stray dogs.

The indicators for licensed premises and noise complaints have been in place long enough now for us to establish good base-lines. The former shows that generally licensed premises in the County are well managed. The figures can now be used, along with intelligence, to focus enforcement resources in a proactive way to tackle any individual problem premises, although these are few and far between. Most complaints relate to minor nuisance issues, usually created when a venue introduces a novel activity like live music to diversify its activities. The rate of noise complaints is relatively low and probably reflective of the general environment in Worcestershire.

The Annual Report also gives a summary of the financial position, the key achievements and covers issues relating to human resources. There are also sections on risk management and equalities.

The Annual Report will be published on the WRS website and will be shared with other partners e.g. Worcestershire LEP. A press release will be sent out to accompany the publishing of the report.

Putting the report into the public domain meets the requirement in the Regulators Code, made under the Regulatory Enforcement and Sanctions Act 2008, which requires local authorities to publish summary information about their regulatory activities each year.

Financial Implications

The financial implications are contained within the Annual Report.

Sustainability

N/A

Contact Points

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Background Papers

WRS Annual Report 2016/17

