

## WRS Joint Board

Date: 4<sup>th</sup> October 2018

### Title: Activity and Performance Data Quarter 1

#### Recommendation

That the Joint 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

Joint 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 number of dogs seized increased across quarter 1, however only at levels in line with the same period in previous years. The numbers of dog related complaints in this quarter was below the level in the same period in the last 2 years. It is to be hoped that this is a reflection of the work we have done to educate dog owners through our publicity and that this trend continues.

Food complaints/ service requests started low in April but soon climbed to the normal levels expected for this time of year. Inspection numbers are slightly down for the period due to the range of other work being done. This will be picked up later in the year.

Health and Safety enquiries and complaints/ service requests remain at or below the same period in the previous two years however, the number of workplace accidents reported on the RIDDOR system was slightly higher for quarter 1 than for the same period in previous years.

May saw a large peak in information requests (mainly under FOI and EIA,) and this did stretch management capacity to get all of them done in a timely fashion. Fortunately, they fell to normal levels in June.

As has been said previously, the data on licensing complaints/ service requests and application is now showing distinct seasonal patterns and

quarter 1 followed exactly the trend anticipated.

The number of requests for support from planning colleagues is up in quarter 1 suggesting an increase in activity compared to last year. In all three months the numbers of requests were above the level for 2017/18 and in June hit the same level as the peak in 2016/17.

Nuisance complaints were on trend for Q1 with no obvious unusual peaks. As always, as the weather improved through the spring, numbers went up and we are expecting the excellent summer we've had to create a significant spike in work. That is certainly the perception of staff on the ground. Similarly public health complaints (accumulations, pest infestations and public burials,) were on trend with last year and remain well above the levels experienced in 2016/17.

We have changed the way in which we present data about noise complaints from wards. Rather than simply presenting you with the wards with the most complaints, which often tends to lead to the largest wards and/ or the most urban wards appearing, we have taken a slightly different approach and looked at the rate of complaint in relation to ward population. Hence, a smaller ward with a high rate of complaints from its residents is more likely to feature.

As you will see, the distribution of wards is very different from the previous charts, which were dominated by wards in Wyre Forest, Redditch and Worcester City. In this model, Worcester City and Redditch still share 10 wards in the top 25 but Bromsgrove has 7, Wychavon 4 and Malvern Hills 3 when previously those three authorities would probably have had only a handful between them. We think this is an interesting development that probably gives a better picture of the sources of demand than just the basic total numbers of complaints and it perhaps shows what we've said about some residents of the more affluent areas having higher expectations of their local environment than the law requires. We have done a similar exercise with the Q1 data for 2017/18 so you can compare the two time periods. As you will see the distribution of wards is again very different.

## **Performance**

Thanks to the work done by our Intelligence Officer to automate some of the reporting of performance indicators and the development of better reporting in licensing, we are able to offer information about a slightly wider range of the indicators this year than in previous Q1 reports. If members are happy with this development, the service will look to provide these as the norm. Indicators 5, 11 and 12 have previously only been reported at 6-monthly intervals.

Customer satisfaction figures at the end of Q1 are 72.1%, slightly down on last year's outrun. . As was said last year, 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 during Q1 was at 92.4%, again down on last year and 63.2% of customers feel better equipped to deal with problems after

speaking with us which is again marginally down on last year. We have found the response rates for questionnaires sent out has fallen so we may need to send out more and look at other ways of getting this type of feedback.

The number of sick days per staff member is 3.55 days per FTE which is higher than hoped for but actually reflects what was said last year in relation to several staff members having planned surgery. All are now back in train and managers hope to see less of an increase in Q2. The proportion of broadly compliant food businesses in Q1 was 98.2%. We will give a district breakdown for the year so far at the end of Q2. The proportion of food businesses scoring 0-2 stars was therefore 1.8% for this period.

The proportion of driver licenses for hackney and private hire renewed within 5 working days of a full application during the quarter was 86.6%

Only 6 corporate complaints were received in quarter 1, again mainly about issues with dogs as against 22 compliments.

The rate of noise complaints per 1000 head of population was 0.88 for Q1. The yearly average is between 3 and 4 and the busiest period is the summer months, so this feels like a fairly normal position for this stage in the year. The proportion of licensed premises alleged to be non-compliant with the 4 licensing objectives was 2.6%. The annual average is 5-8%. A district by district breakdown for these two measures will be provided at the end of Q2. We will have a better idea at this stage as to whether this is in line with previous years.

## 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	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	72.1			
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	92.4			
3. % businesses broadly compliant at first assessment/ inspection	Annually	98.2	NA	NA	
4. % of food businesses scoring 0,1 or 2 at 1 <sup>st</sup> April each year	Annually	1.8	NA	NA	
5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly	88.6		NA	
6 % of vehicles found to be defective whilst in service Number of vehicles found to be defective by district and the percentage this represents of the fleet county-wide	6-monthly	NA		NA	

7	% of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	63.6			
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	6/22			
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	3.55 days/ FTE			
10	% of staff who enjoy working for WRS	Annually	NA	NA	NA	
11	% of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	2.6		NA	
12	Rate of noise complaint per 1000 head of population	6-monthly	0.88		NA	
13	Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA		NA	
14	Cost of regulatory services per head of population	Annually	NA	NA	NA	

(Calculation will offset income against revenue budget)					
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