

## WRS Joint Board: 15th November 2018

### Title: Activity and Performance Data Quarter 2

#### 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

This report covers the second quarter of 2018/19 and whilst the detail of the report focuses on Q2, the presentation of the data allows comparison with previous quarters and previous years.

#### Contribution to Priorities

Previously, Joint Committee 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. This has been continued since the move to Joint Board on 1<sup>st</sup> April 2016.

#### Report

##### Activity Data

As usual, licensing and environmental health nuisances continue to provide the greatest demand on officer time, which is understandable given their direct impact on the public.

A peak in food complaints and enquiries in August followed the pattern of the previous year. For nuisance, the Summer demand peaked with the excellent weather but, as the weather broke during August, rates of complaint began to fall. The Community Environmental Health team were involved in a number of more complex, lengthy cases including major dust issues at development sites caused by the excellent weather. The team has also noted an increase in complaints about nuisance from the growing number of music festivals be held in the County during the Summer. These are often short, annual events which, although small in scale when compared with high profile events like Glastonbury, attract significant numbers of visitors to the areas of the County that are often quite sparsely populated. So whilst they contribute to the economic prosperity of the Districts, they also tend to take place in areas where local people are not used to occasional disturbances. Consideration will be given as to how these are managed in the future so as to balance the business needs of the organisers, participants and attendees with the expectations of residents.

An increasing number of complaints relating to filthy and verminous premises were received Q2, including one which involved the removal of approximately fifteen tonnes of waste/filthy and verminous articles.

As reported at the last Joint Board, the Licensing Team have been extremely busy working towards the introduction of the Animal Welfare Regulations 2018. Members will understand from the presentation at the last Board meeting, the significant regulatory change that this represents.

Work on the investigation of pollution offences around the renewable heat incentive (also reported at the last Joint Board) continued with Technical Services undertaking their third enforcement operation in this area. Operation Biomass 3 also involved West Mercia Police, the Environment Agency and Ofgem Officers raiding a business premises suspected of burning controlled waste and claiming renewable heat initiative payments from the Government. The raid was successful and 3 persons are under investigation for offences under the Pollution Prevention and Control Act and the Clean Air Act.

## **Performance**

Firstly, a correction to last quarter's reporting, in relation to sickness figures. Bromsgrove HR realised last month that one of their formulas in the spreadsheet used to calculate sickness figures was not working correctly. They have provided us with a recalculated figure for Q1 of 1.83 days per FTE and hence the Q2 figure is 2.77. This is a significant improvement on last year and, if the trend continues, would suggest we will halve our sickness figures compared with last year and be back below the level in 2016/17.

In terms of our cumulative performance measures, Business satisfaction is up slightly to 94.8% so heading back towards where we have been historically. Broadly compliant food businesses remain around the 98% mark (97.7 %,) continuing to demonstrate that food businesses across the county are well run.

There are still concerns around the return rates for customer satisfaction with only just over 100 responses in 6 months and an even lower rate of overall satisfaction than Q1 at 61% at the end of September. Those who feel better equipped to deal with problems in the future have also fallen further so the overall score for this is 56%. The Head of Service has commenced a review of the satisfaction figures and the returns to look at where the issues lie.

An initial look back over the previous 3 years of figures for all six of the measures which, when aggregated, create our customer performance figure shows that all were stable through 2015/16 and 2016/17. Last year saw slight drops in people's satisfaction with speed of response, time taken to conclude work, the information provided to assist them and whether they felt better equipped to deal with problems in the future. However, the actual number of negative responses overall in each of these areas was close to the numbers in the previous two years. The service appears to have lost a number of positive responses for some reason.

Moving on to this year, all of the measures are down again, including the measure relating to people feeling that contact with WRS was helpful. The

Head of Service will work with the members of the Management Team to look at why this should be the case. Initial thoughts are that this could be related to the increase in channel shift with people moving to our website to self-serve. It is possible that this is removing many of the simpler complaints that we could have resolved quickly and thus taking away a group of potential positive respondents to the questionnaires.

The key issue certainly appears to be the public being unhappy when they are told that the issue annoying them is not a statutory nuisance. It is difficult to see how to move to a point where people in such situations will be satisfied when their expectations are beyond what the law can deliver. There is a tendency for these people to rate all aspects of the service poorly rather than just the outcome, no matter how well the officer or service have performed in the other areas covered by the questions.

However, it would also appear that there are some issues with officers not keeping in touch with complainants as well as they could and being clear with them as to what can be achieved. The Team Manager for Community Environmental Health has issued his team with a document to remind them of the principles behind the process used for dealing with nuisance. We hope that this might help to put at least some of the measures back on track. He is also arranging for a review of the materials used by officers that are provided to the public in relation to these matters.

Performance in turning around driver license renewals in Licensing is slightly higher this quarter at 91.2% but remains in line with previous performance. Vehicle failure rates remain low. 56 compliments have not been received against 15 complaints, a similar ration to previous years in spite of the dip in customer satisfaction. The rate of noise complaint per 1000/ head of population, at 1.7, has slightly more than doubled since Q1, which one would expect given the busy summer months. This remains on target to be around 3-3.5 for the year in line with previous years. The rate of alcohol licensed premises being subject to complaints also indicates that premises are generally well run, with very few being added to the list of those being complained about in the Spring during the Summer months.

Total income is slightly behind target at 4.7% of base budget but we believe further income from Primary Authority work and other sources should see this increase in the second half of the year.

## Contact Points

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## Background Papers

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

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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	60.1		
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	92.4	95.5		
3. % businesses broadly compliant at first assessment/ inspection	Annually	98.2	Bromsgrove 98 Malvern Hills 97.1 Redditch 96.8 Worcester City 98.2 Wychavon 97.8 Wyre Forest 98.1 Worcestershire 97.7	NA	
4. % of food businesses scoring 0,1 or 2 at 1 <sup>st</sup> April each year	Annually	1.8	Bromsgrove 2 Malvern Hills 2.9 Redditch 3.2 Worcester City 1.8 Wychavon 2.2 Wyre Forest 1.9 Worcestershire 2.3	NA	
5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly	88.6	91.2	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	Bromsgrove 1 Malvern Hills 0 Redditch 12 Worcester City 2 Wyre Forest 2  17/1429 vehicles county-wide =1.2% of fleet	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	56		
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	6/22	15/56		
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	1.83 days/ FTE	2.77 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	Bromsgrove 2.6 Malvern Hills 2.0 Redditch 4.0 Worcester City 3.6 Wychavon 2.4 Wyre Forest 2.6 Worcestershire 2.8	NA	
12	Rate of noise complaint per 1000 head of population	6-monthly	0.88	Bromsgrove 1.6 Malvern Hills 1.4 Redditch 2.2 Worcester City 2.1 Wychavon 1.4 Wyre Forest 1.6 Worcestershire 1.7	NA	
13	Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA	140,817/3,025,000 x100 =4.7%	NA	
14	Cost of regulatory services per	Annually	NA	NA	NA	

head of population (Calculation will offset income against revenue budget)					
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