



Worcestershire
Regulatory Services
Supporting and protecting you

Activity Report 2018/19

(April to September)



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Foreword

Welcome to the second set of activity data for 2018/19.

As expected, the excellent Summer weather we had during June, July and early August led to a large spike in reactive demand for nuisance issues. Fortunately, when the weather broke, this created a fairly rapid decline, although obviously there was some lag before this was reflected in our capacity and officers in Community Environmental Health could start to focus on a broader range of work, beginning to build the number of food inspections to achieve their target at year end. This team also had a peaks in their public health complaints (accumulations, pest infestations and public burials) and in both food and health and safety at work complaints during the summer so they have been particularly busy.

There was also a peak in planning work during the Summer for the Technical Services team at a time where they are busy trying to build their portfolio of Primary Authority work. There was also a slight peak during July of lost dogs, which again we have to assume was down to the weather as it was against the trends we've seen in recent years.

Fortunately, Licensing continued to follow its normal seasonal track and the volume of FOI/EIA Information requests was reduced compared to quarter 1.

So there is lots to see in this report and we hope you find it informative.



Simon Wilkes
Head of Regulatory Services

Headlines - Quarter Two

Primary Authority

On 11th September 2018, WRS signed a Primary Authority Contract with Cemex who are a Mexican multi-national building materials company. It manufactures and distributes cement, ready-mix concrete and aggregates. WRS directly regulates 6 of the company's sites in Worcestershire and Gloucester City which are primarily cement batching process sites by issuing environmental permits and will be providing assured advice under the Primary Authority Regime for all English sites.



Dogs

The Dog Warden Team has had a series of press releases recently promoting the options available to dog owners if they are struggling to cope financially or behaviourally with their pet. The press releases featured Chantilly, a Shar Pei who's veterinary requirements had been neglected so much her legs filled with fluid inhibiting the ability to walk; a dog named syrup suffering from infected throat lumps that had been thrown over a fence and abandoned in the garden of an empty property; and a grey Staffordshire Bull Terrier suffering from an ulcerated prolapse. All these dogs and 388 other dogs were reported to WRS as stray dogs during Quarter 2. Many of these spent time in our kennels and vets, with 78 of those never being claimed but instead rehomed by WRS through reputable charities.



Licensing Update

The Licensing Team have been extremely busy this quarter with the introduction of The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 which came into force on the 1st October 2018. Under these new regulations the existing licensing regimes for animal boarding establishments, pet shops, riding establishments and dog breeders were repealed and replaced by a new single licensing scheme that regulates all of these activities and which also incorporates the licensing of those who train or exhibit performing animals. This new regime is designed to bring these activities into the 21st century and reflects Government's and the public's concern to ensure that animal welfare is paramount in the operation of these businesses. The new regulations are made under the Animal Welfare Act 2006, which is designed with the RSPCA's concept of the 5 Freedoms at its heart. Licensing Officers have designed both the application forms and the inspection forms and since the new regulations came into force on the 1st October 2018 Licensing has already received over 50 applications for the new "Animal Activity Licence". Each application will need an inspection by an authorised qualified Officer prior to its determination to assess its risk rating, star rating and ultimately the length of licence that can be granted.

Licensing Officers were involved in multi agency enforcement exercises this quarter. Licensing Officers accompanied by the Police and other enforcement agencies visited a number of premises across the County on numerous dates to ensure compliance with the relevant sections of The Licensing Act and/or The Gambling Act as appropriate. Some of these visits were quite high profile cases led by West Mercia Police which made the local press at the time. These visits were a result of the introduction of MATES (multi agency tasking enforcement strategy); where Officers of multi disciplines work together to enforce and keep people safe using a more targeted approach to problem solving.

Since 2017 Licensing has 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. The initial rollout is now coming to an end with free training having been provided in all districts by the end of November. Licensing with its partners are now looking at additional sessions being provided in Redditch and Worcester to ensure that all those wishing to attend have had the opportunity. Following the end of this programme an updated report will be presented to each Licensing Authority.

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Air Quality & Contaminated Land

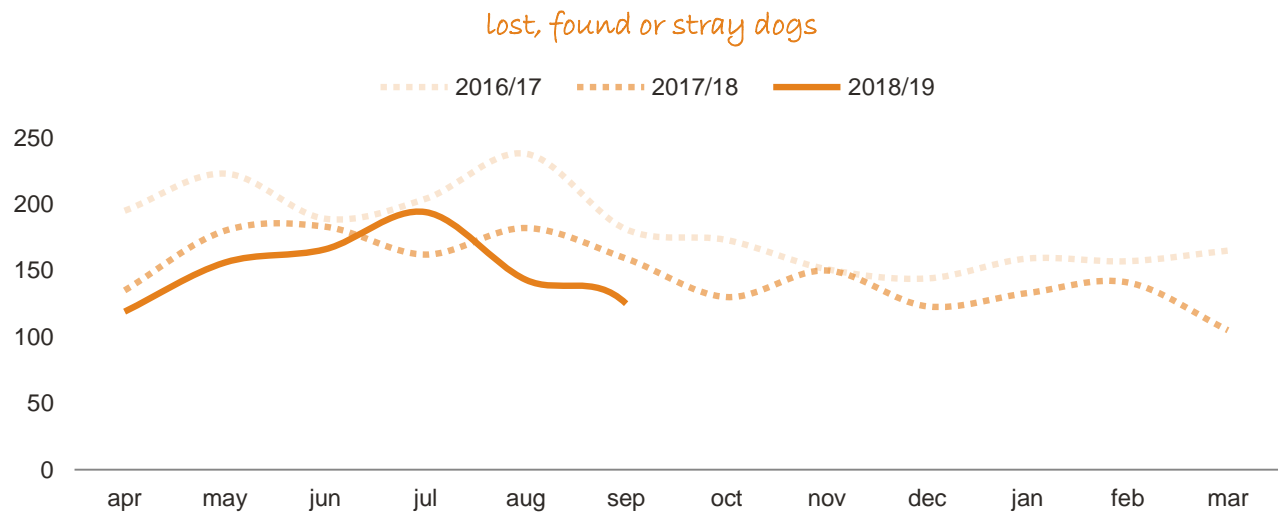
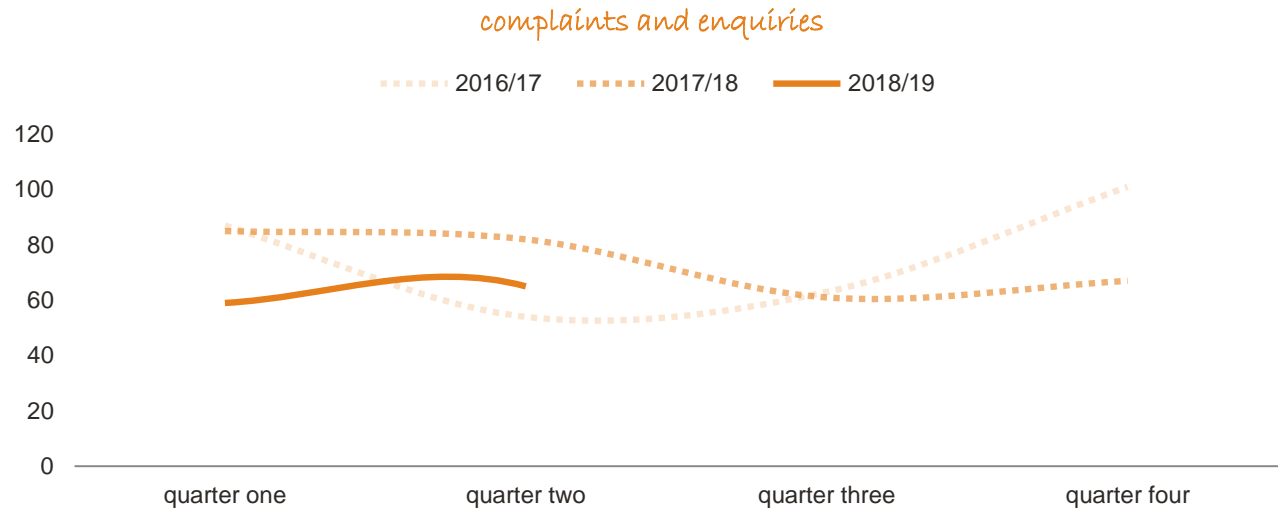
Q2 saw the first meeting of the County Air Quality liaison group. The purpose of the meetings are to improve communications and to investigate how current transportation work/projects can be improved from an air quality perspective. It is anticipated that the meetings which are held quarterly will also assist in the identification of emerging air quality threats and identification of viable funding opportunities.

There are no current updates to report on contaminated land for Q2.

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: As reported previously, the number of Worcestershire stray dogs reported is on a downward trend, in part due to Social Media and the Microchipping Regulations (that require all dogs to be microchipped and contact details kept up to date). Additionally, consistently charging owners for costs incurred in looking after their dogs each time they are found straying has encouraged better dog ownership and persistently straying dogs are largely a thing of the past.



Environmental Permitting

At the beginning of Q2 the permitting team successfully completed the annual DEFRA returns for all authorities for the period 2017-18 and approval of all EU PRTR (Pollutant Release and Transfer Register) notifications.

WRS ran a joint training course with the Environment Agency for local authorities at the Guild Hall on regulating the small waste incineration industry sector covering issues topics from the disposal of waste wood to clinical and hazardous waste. The course was well received and consideration is being given to rolling out the training to other areas of the country. Training has also been provided to newly qualified Registrars at Public Health England in Birmingham on industrial and rural air quality management.

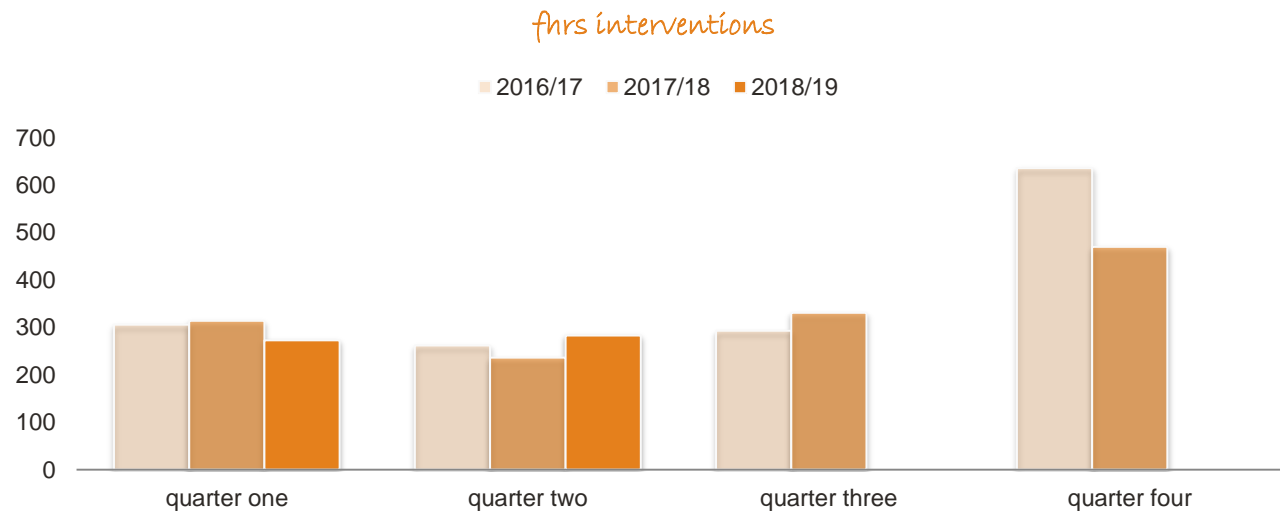
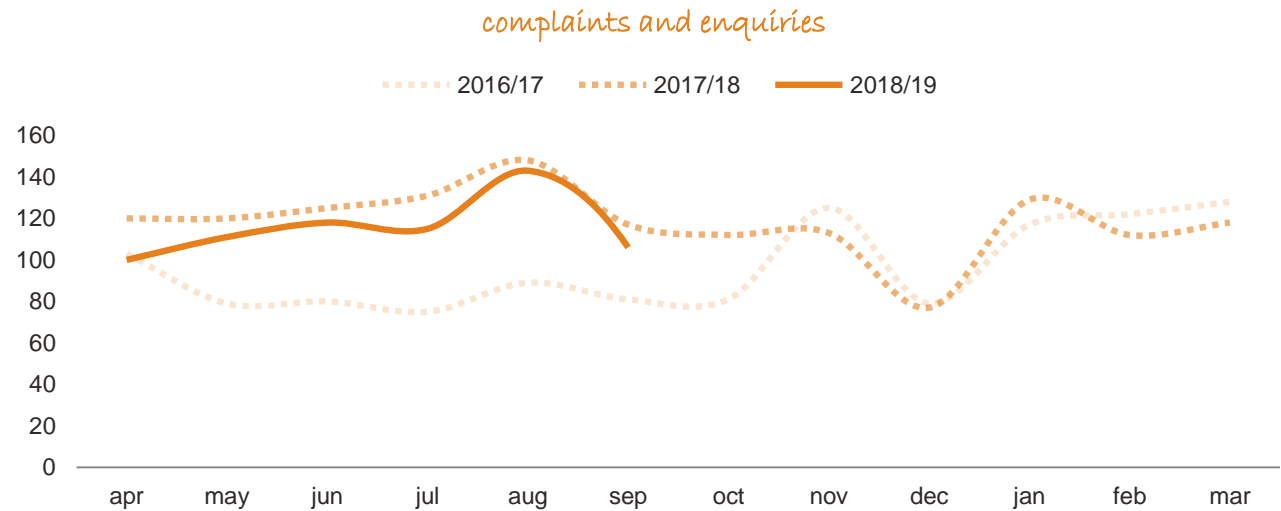
Following on from Q1 work into RHI scheme abuse WRS undertook its third enforcement operation (Operation Biomass 3). WRS, Police, Environment Agency and Ofgem Officers raided a business premises suspected of burning controlled waste and claiming renewable heat initiative payments from the Government. The raid was successful and we are currently investigating 3 persons for committing offences under the Pollution Prevention and Control Act and the Clean Air Act.

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 complaints about food products, hygiene of premises complaints and requests for business advice. The chart (bottom right) shows the number of interventions conducted by WRS at premises included in the Food Hygiene Rating Scheme, commonly known as FHRS.

Comments: A peak in food complaints and enquiries in August followed the pattern of the previous year, and the slightly less than expected demand for nuisance work in the latter part of the quarter enabled us to catch up with some of the outstanding Food Safety interventions.

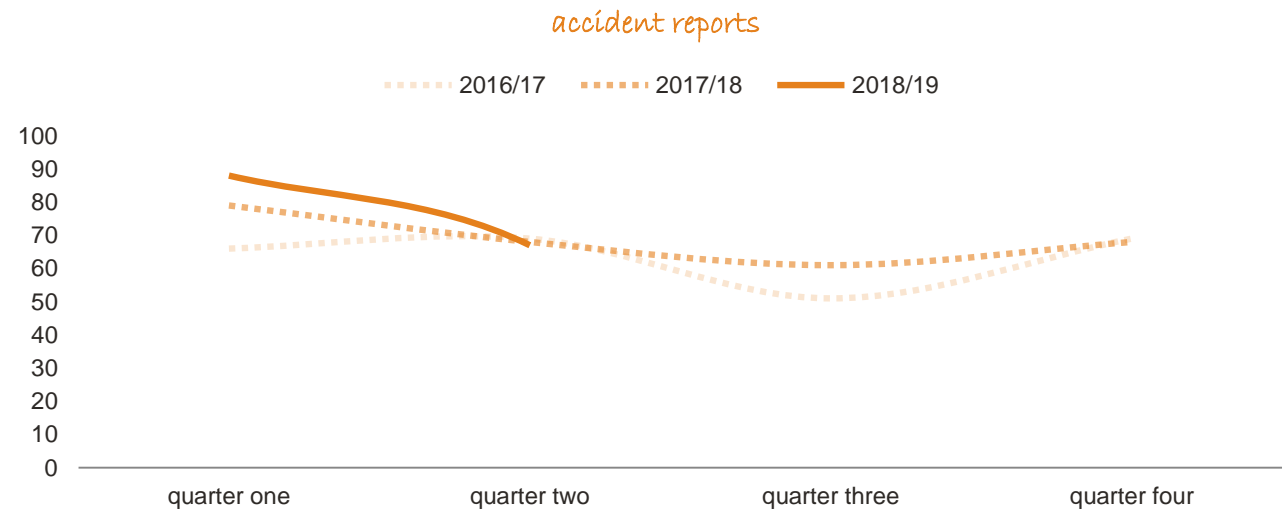
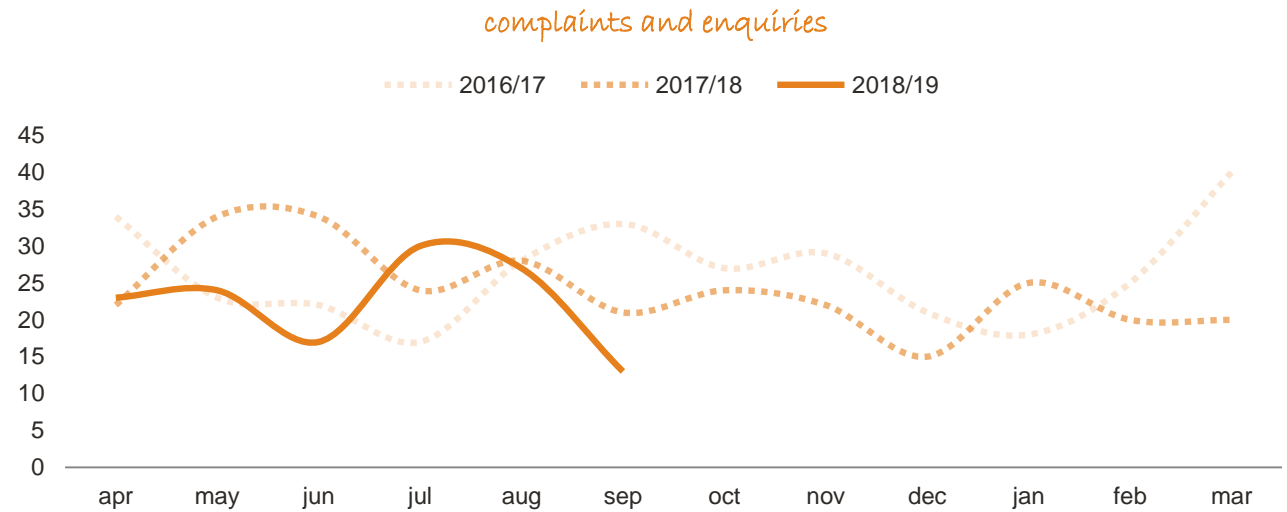
There continues to be a positive response from low risk businesses where contact is being made via questionnaire. The returns have identified that many businesses have ceased trading, several have changed hands and a number require a visit to be made due to a change in operation. New food business registrations continue at a similar level to last year and are following the recently reported national trend of many new takeaways and coffee shops.



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: Health and safety complaints and enquiries spiked unusually in July, whilst accident notifications remained broadly in line with previous years.

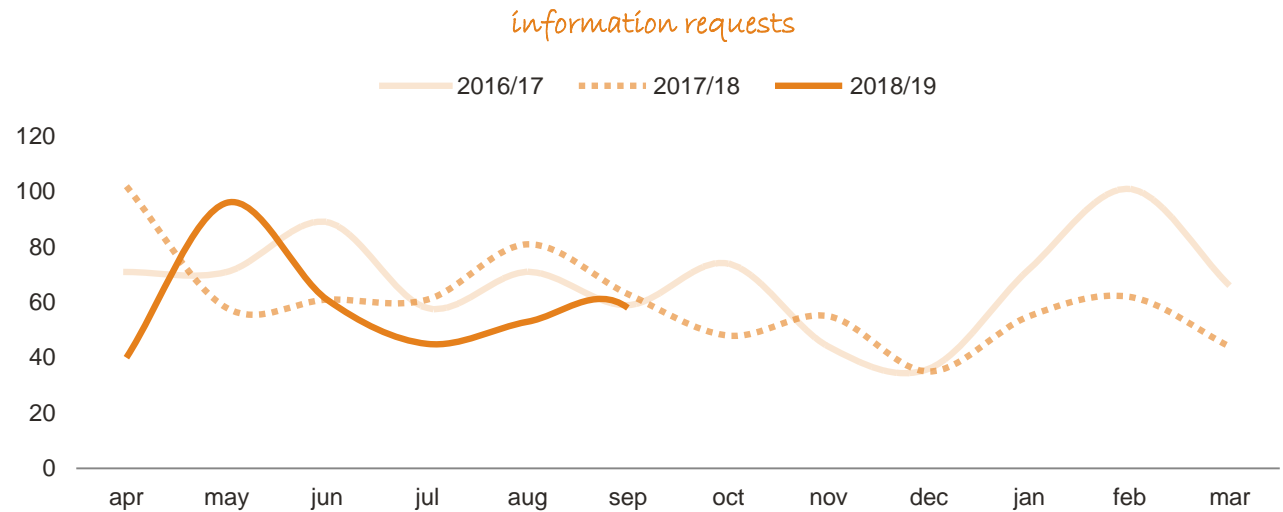


Information Requests

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 General Data Protection Regulation (GDPR) or the Data Protection Act 2018



Comments: With three different types of request being included in this data set it is difficult to identify trends. However, for environmental information requests that are often linked to the conveyance process, the late winter cold snap followed by good spring weather may have caused a glut of house sale linked requests being received in May. However the current dip in service requests may reflect the current slowdown in the housing market due to uncertainties associated with Brexit.

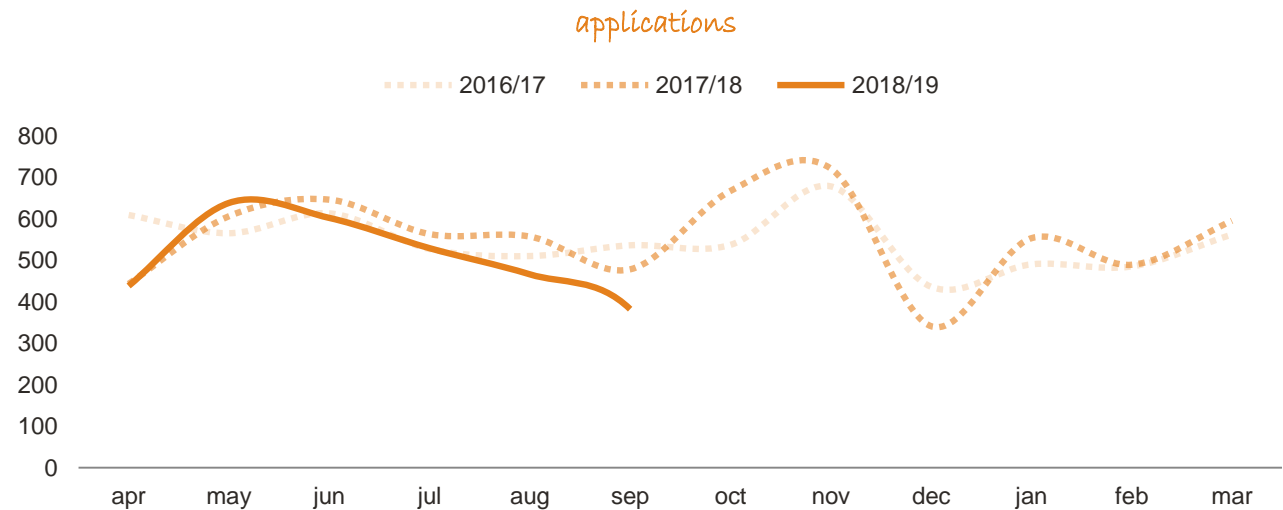
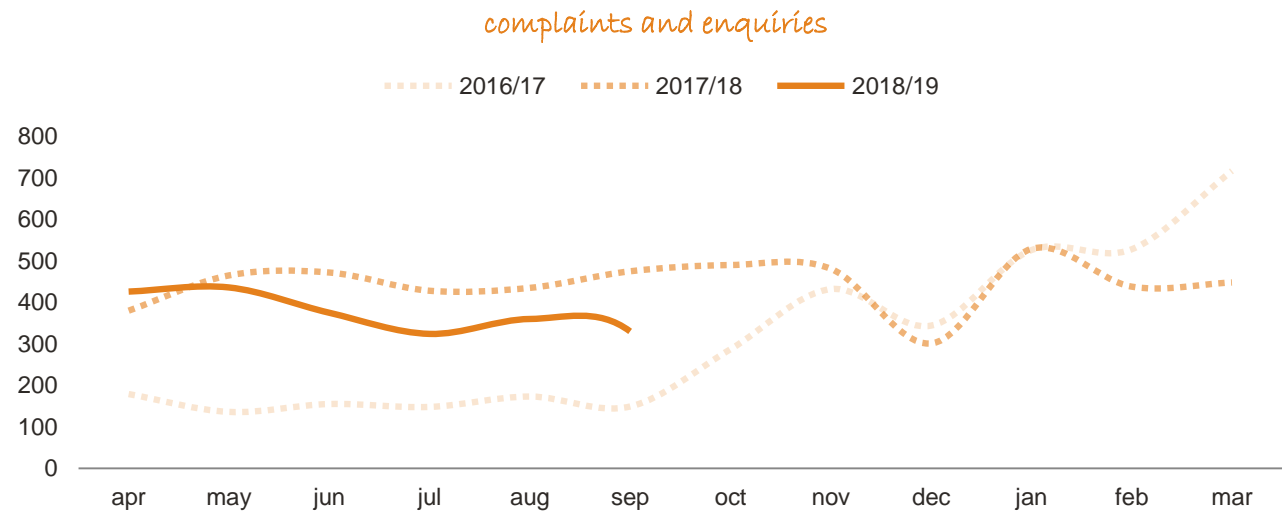
Licensing

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 (including gambling)
- Animals
- Caravans
- Scrap metal
- Sex establishments
- Skin piercing
- Street trading
- Taxis

Add comments here...



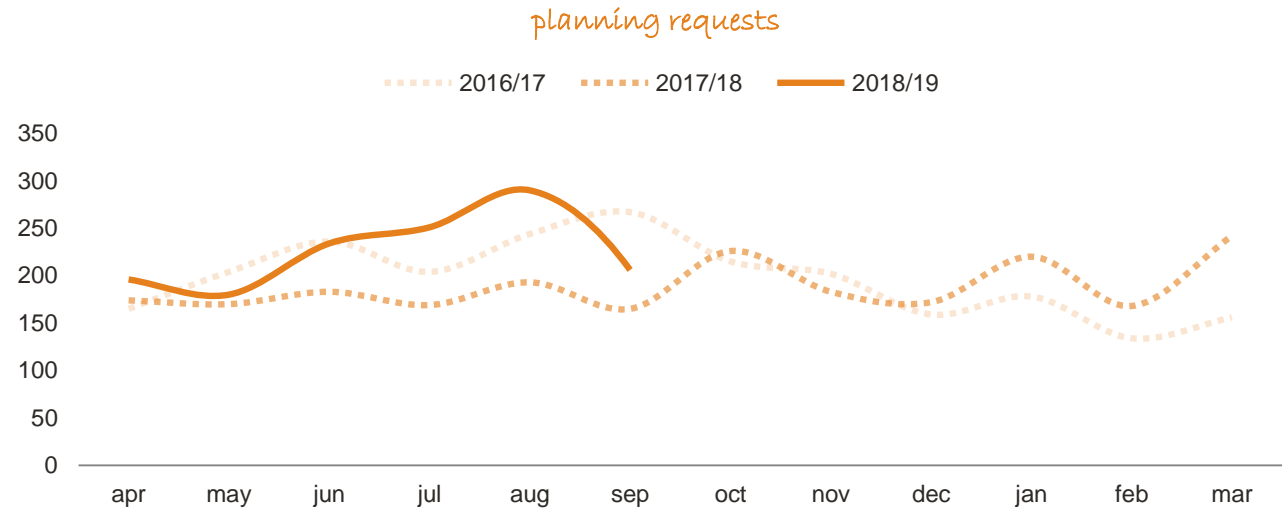
Planning

The chart (right) shows the number of planning requests completed 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
- Private Water Supplies

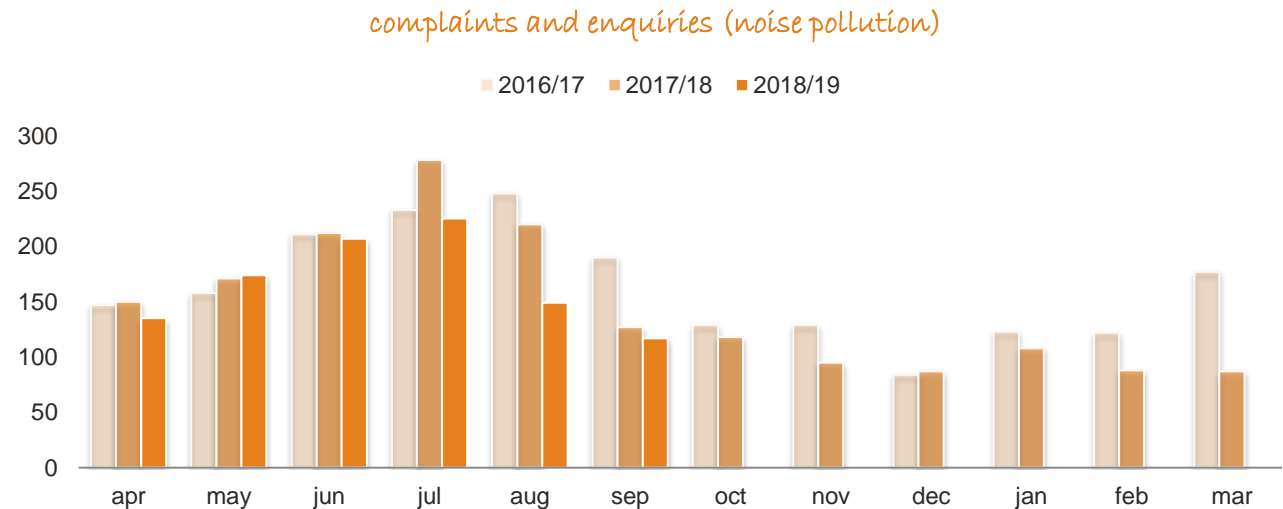
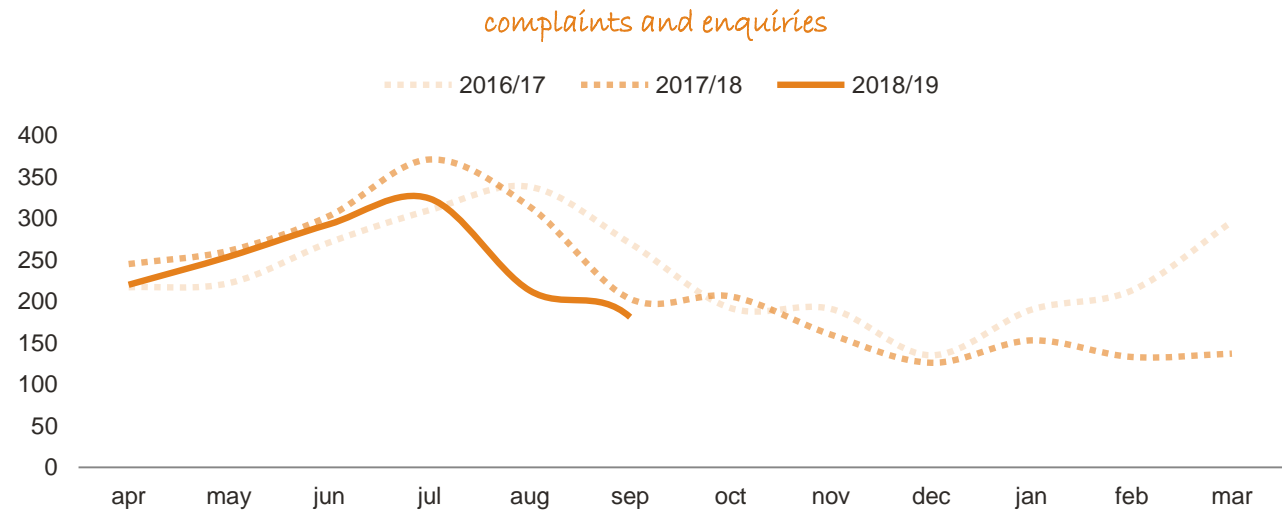
Add comments here...



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: Q2 saw the expected spike in nuisance demand, and whilst slightly down on previous years the team were involved in a number of more complex, lengthy cases including major dust issues at development sites. The team has also noted an increase in complaints about nuisance from the growing number of festivals be held in the County. These are often short, annual events which attract large numbers of visitors to the area and contribute to the economic prosperity of the Districts. Consideration shall 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.

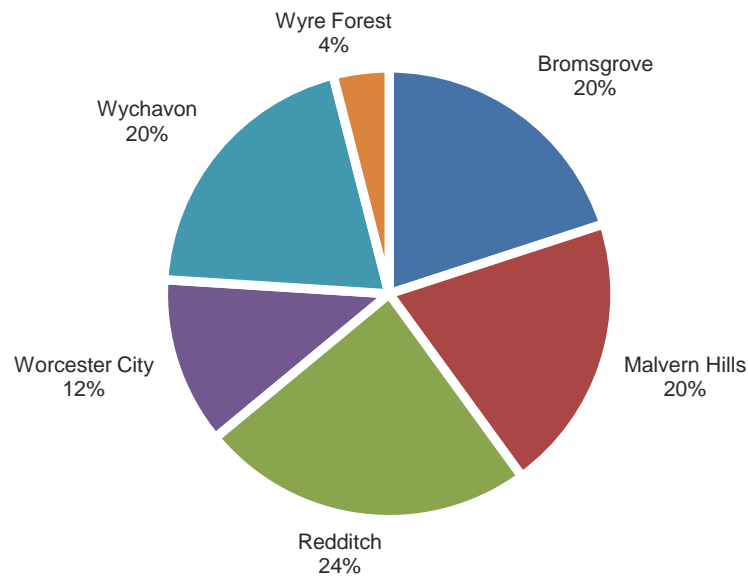


Noise Pollution

The table (right) shows the top 25 wards in Worcestershire with the highest case rate for noise pollution cases. It also shows the relative population and the number of cases recorded. The chart (below) shows the top 25 wards by district. For example, 20% of wards highlighted in the table are located within Worcester City.

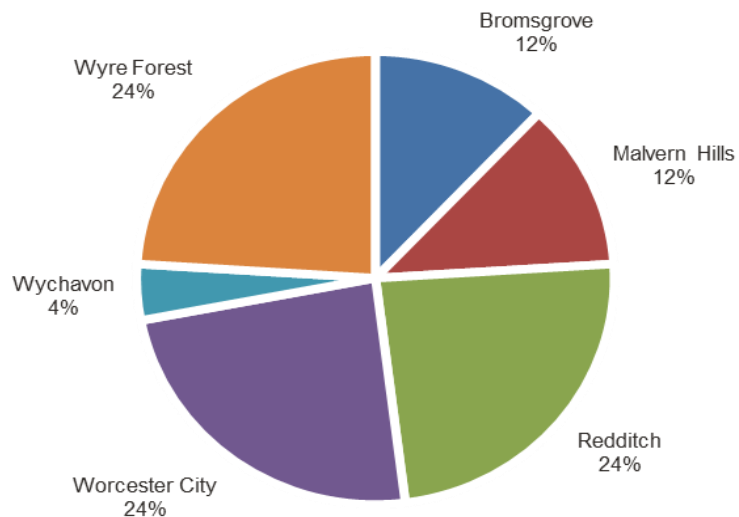
Note: Data shown on this page represents the 'year to date' and will continue to increase each quarter until the end of year report is published.

Ward	Total	Population	Rate
Sanders Park	19	3,456	5.50
Norton	14	3,175	4.41
Wells	14	3,258	4.30
Abbey	22	6,232	3.53
Cathedral	38	11,160	3.41
Matchborough	18	6,152	2.93
Morton	6	2,060	2.91
Longdon	6	2,068	2.90
Lodge Park	16	5,630	2.84
Central	18	6,659	2.70
Warndon	16	5,928	2.70
Lindridge	6	2,246	2.67
Teme Valley	5	1,920	2.60
Bengeworth	19	7,301	2.60
Bowbrook	7	2,907	2.41
Headless Cross And Oakenshaw	20	8,539	2.34
Hagley East	6	2,586	2.32
Bedwardine	19	8,497	2.24
Upton Snodsbury	6	2,692	2.23
Charford	8	3,638	2.20
Greenlands	20	9,298	2.15
Broadwaters	20	9,326	2.14
Evesham North	11	5,160	2.13
Barnt Green And Hopwood	6	2,838	2.11
Bretforton And Offenham	6	2,883	2.08



Noise Pollution (2017/18)

The table (right) shows the top 25 wards in Worcestershire with the highest case rate for noise pollution cases. The data covers 2017/18 and is intended to be a point of reference for the data highlighted on the previous page.

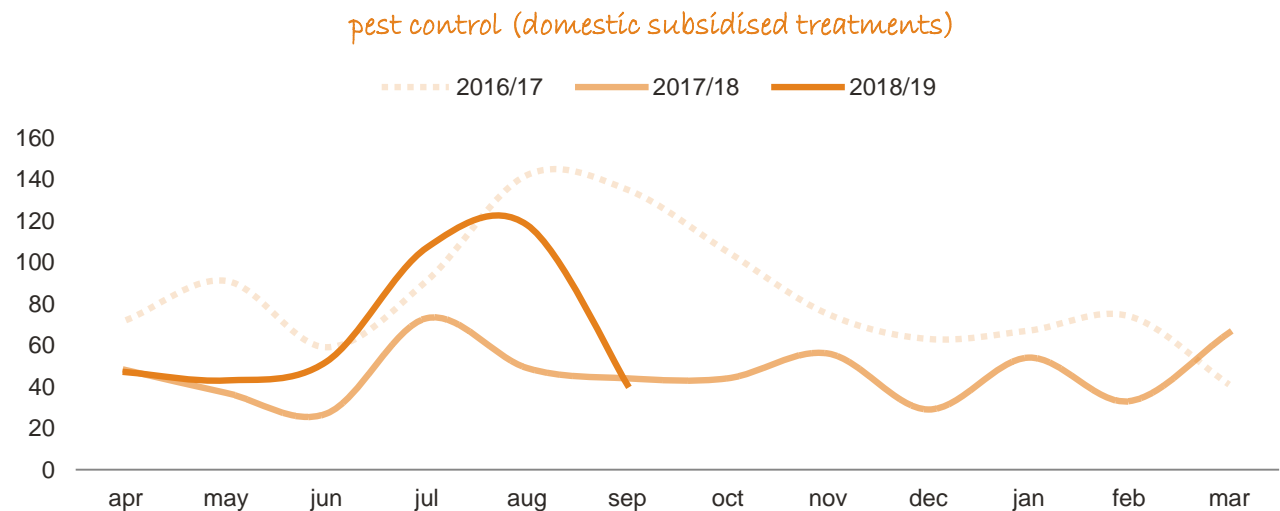
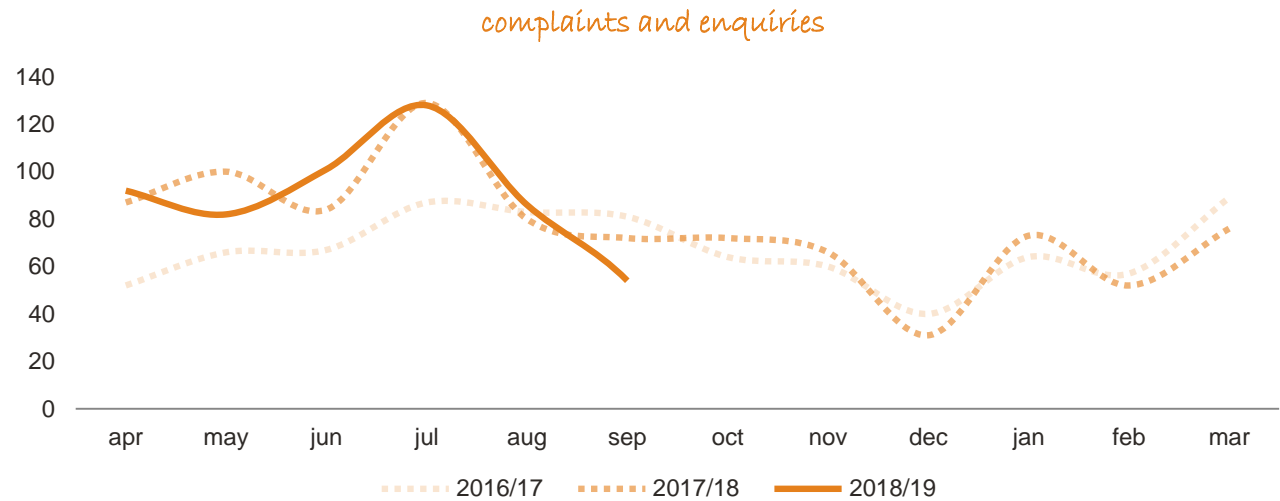


Ward	Total	Population	Rate
Abbey	33	6,197	5.33
Upton And Hanley	21	4,186	5.02
Greenlands	45	9,122	4.93
Rock Hill	14	2,938	4.77
Batchley And Brockhill	40	8,553	4.68
Sanders Park	16	3,463	4.62
Charford	17	3,707	4.59
Astwood Bank And Feckenham	27	6,042	4.47
Blakebrook And Habberley South	39	9,000	4.33
Bedwardine	35	8,279	4.23
Cathedral	45	10,835	4.15
Warndon	23	5,934	3.88
Arboretum	23	6,195	3.71
Bewdley And Rock	31	8,542	3.63
Priory	15	4,234	3.54
Bengeworth	24	6,793	3.53
Central (Redditch)	22	6,494	3.39
Nunnery	27	8,087	3.34
Tardebigge	12	3,611	3.32
Saint Stephen	17	5,233	3.25
Tenbury	12	3,873	3.10
Areley Kings And Riverside	25	8,261	3.03
Aggborough And Spennells	25	8,685	2.88
Mitton	27	9,752	2.77
Winyates	23	8,360	2.75

Public Health

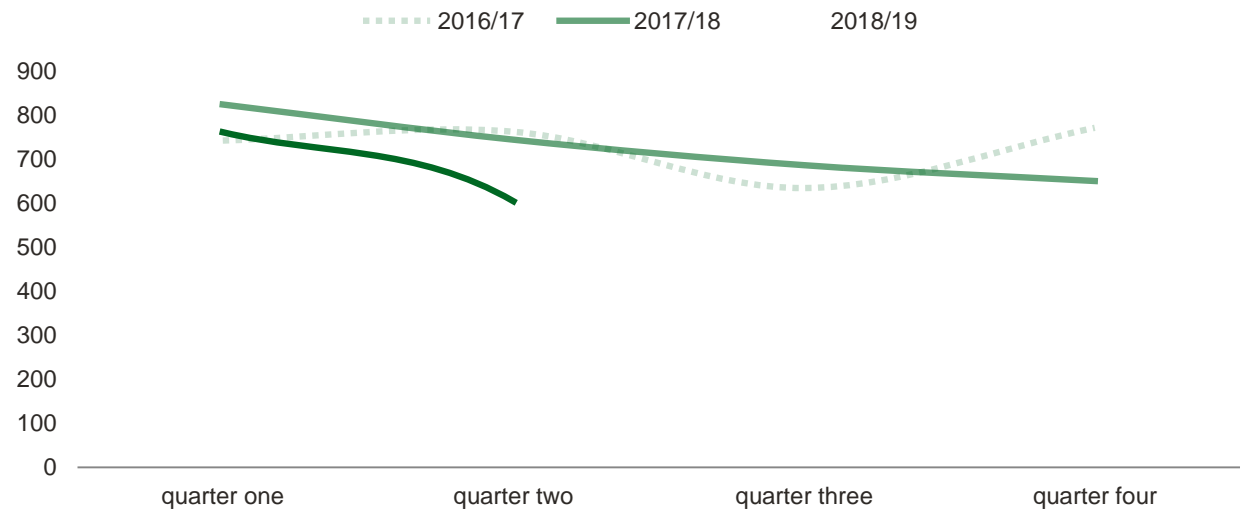
The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to public health. Types of cases recorded under this category include accumulations, public burials and pest control. The chart (bottom right) shows the number of subsidised pest control 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.

Comments: The numbers of subsidised pest control treatments in relevant Districts have increased during June and July due to the wasp friendly summer weather. This is likely to be repeated with increased rat treatments during the autumn. 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.



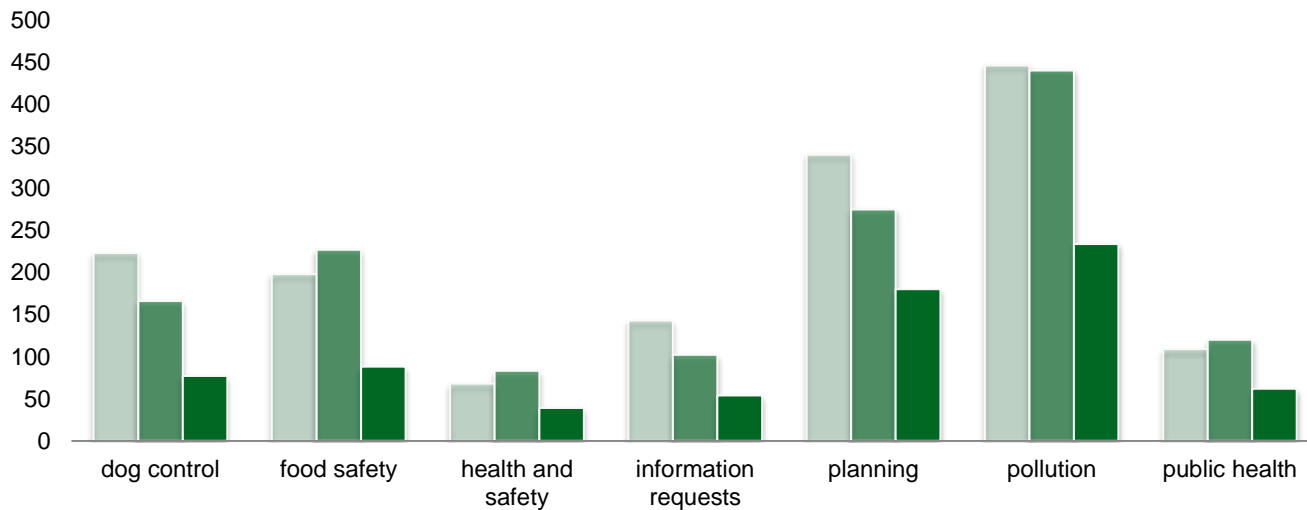
The data on this page relates to *Environmental Health* and *Licensing* complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of *Bromsgrove*.

Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



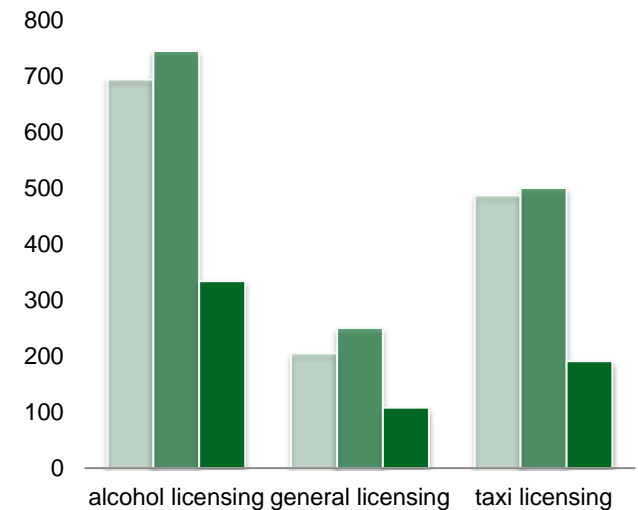
Environmental Health

2016/17 2017/18 2018/19



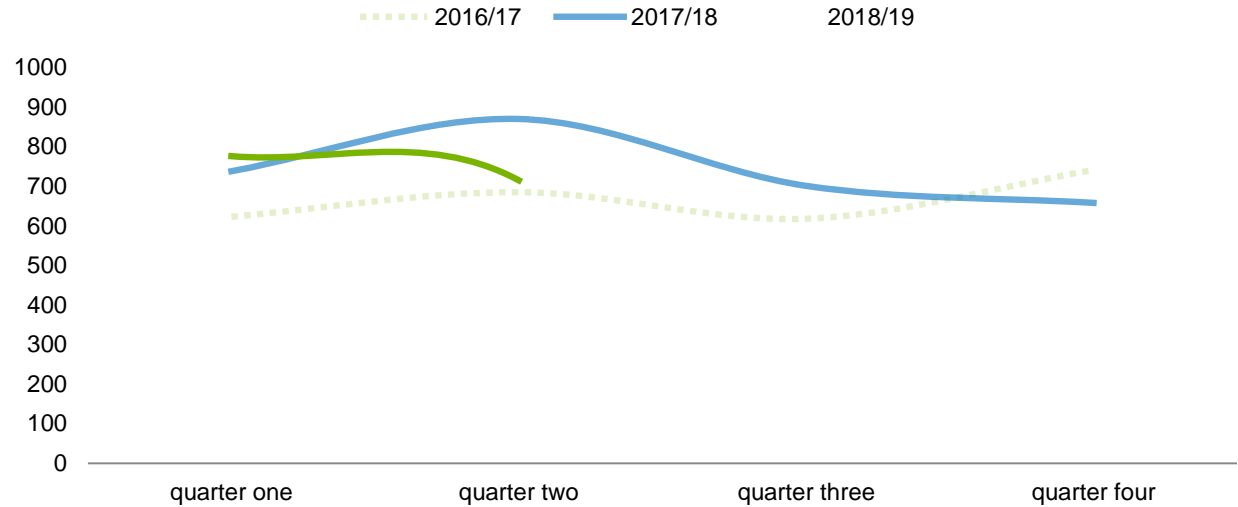
Licensing

2016/17 2017/18 2018/19

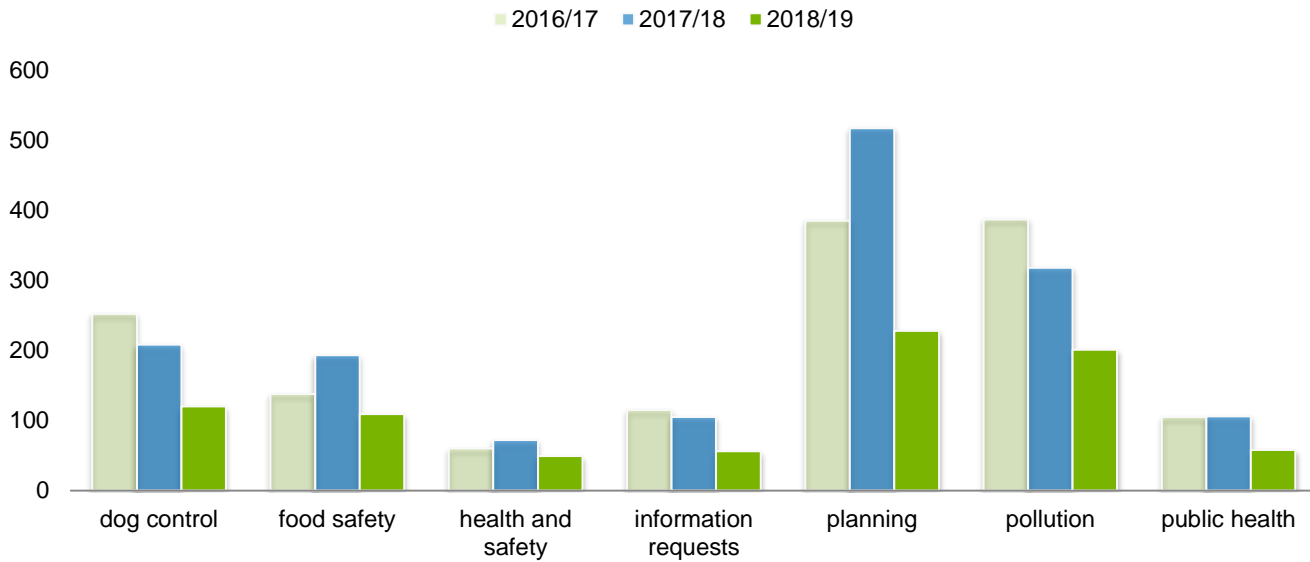


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Malvern Hills.

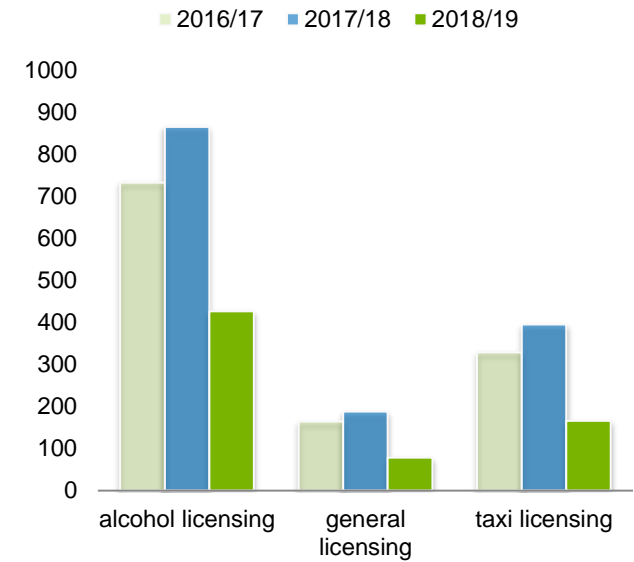
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Environmental Health

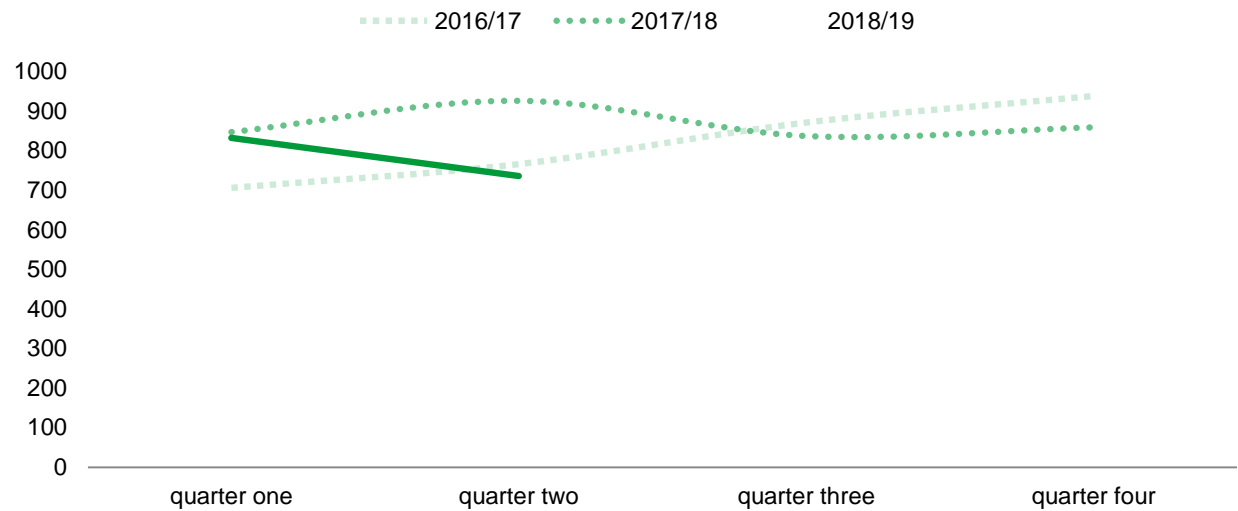


Licensing



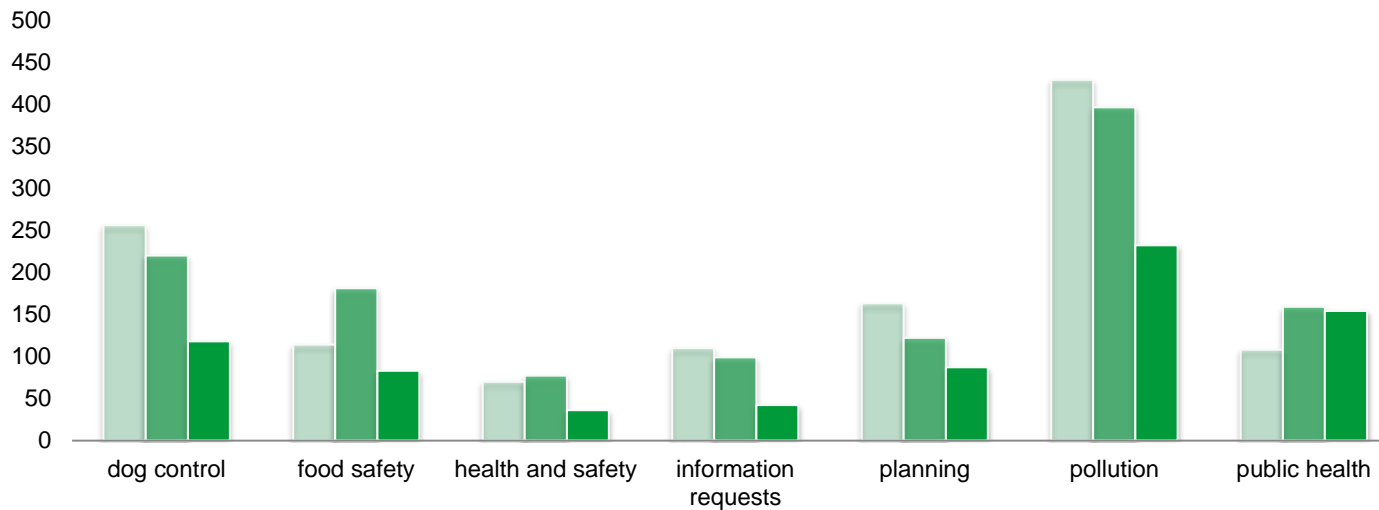
The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Redditch.

Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



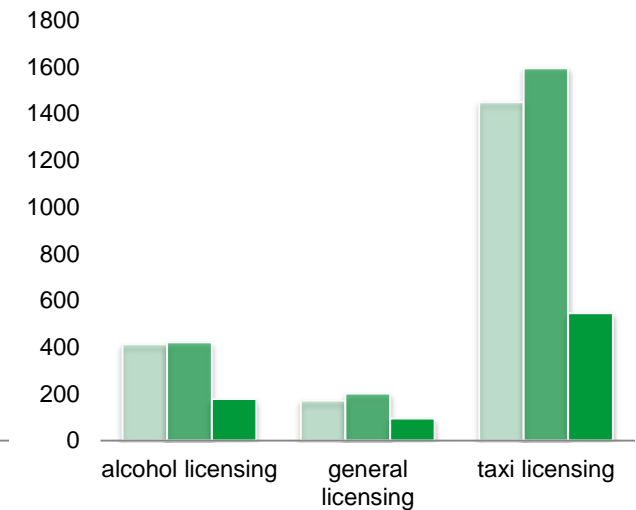
Environmental Health

2016/17 2017/18 2018/19



Licensing

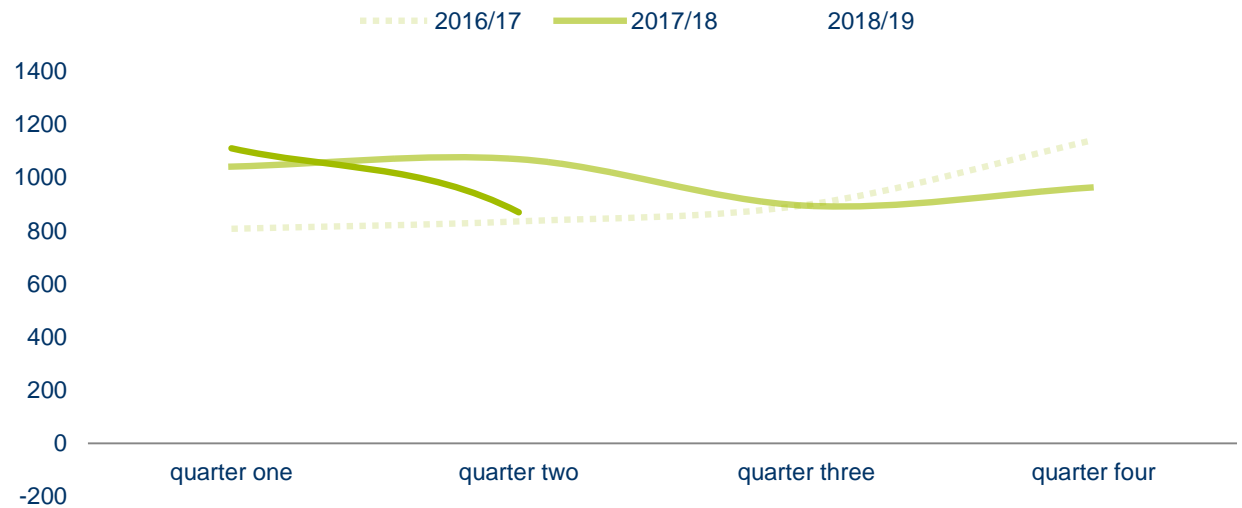
2016/17 2017/18 2018/19



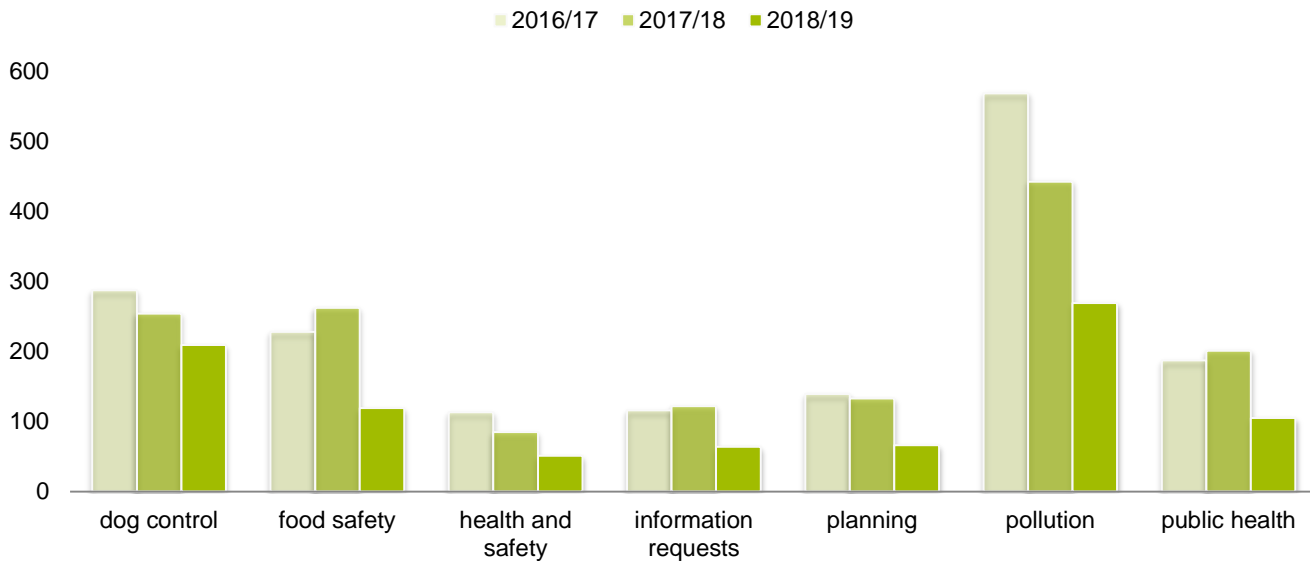


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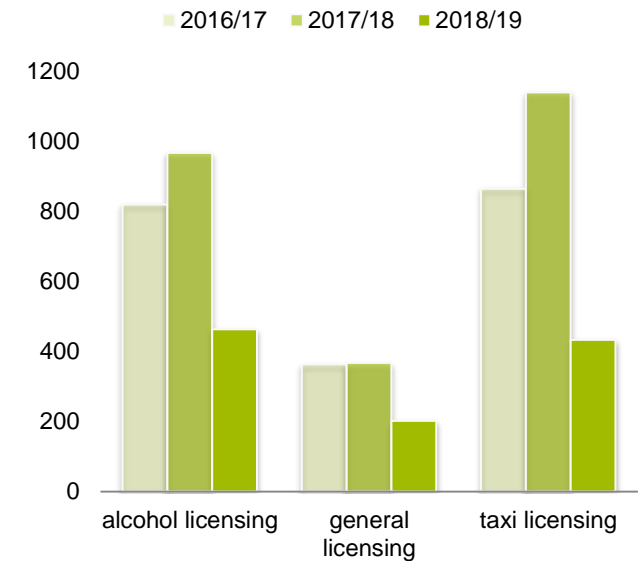
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Environmental Health

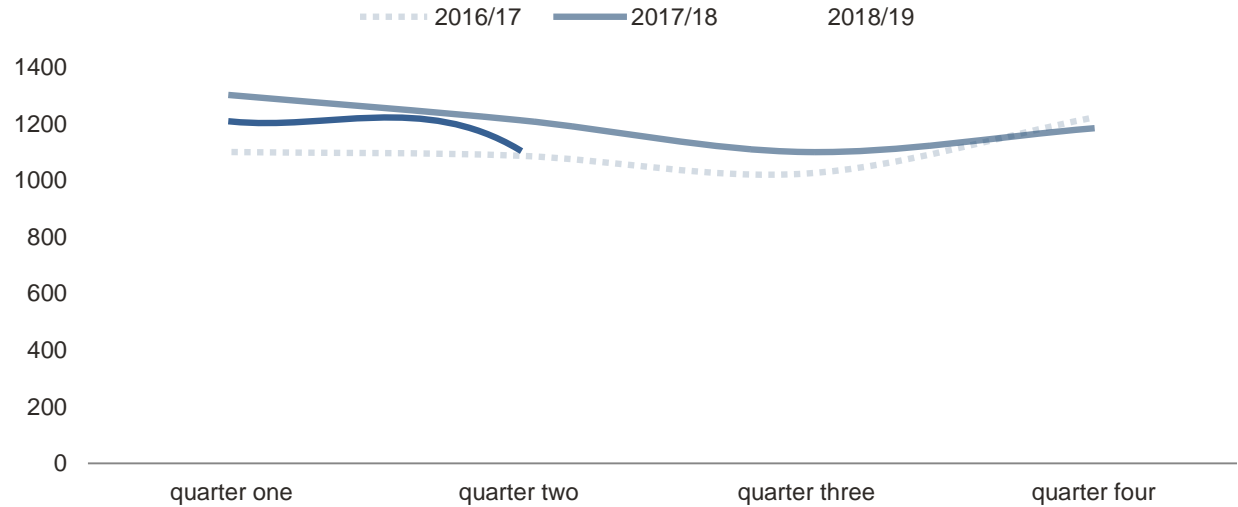


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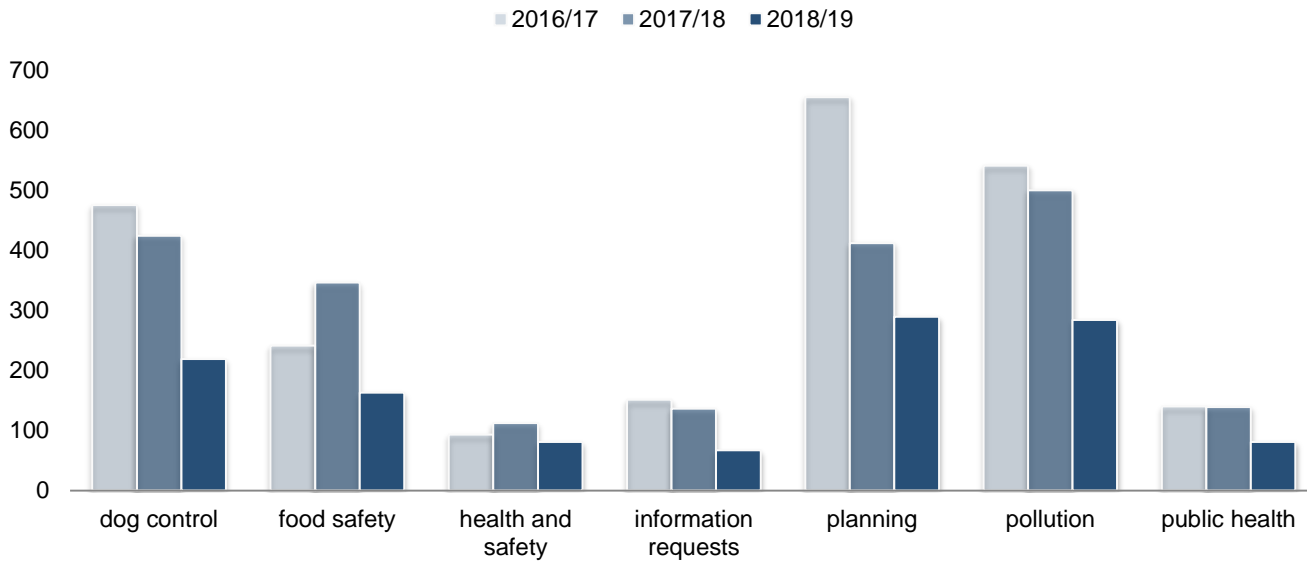


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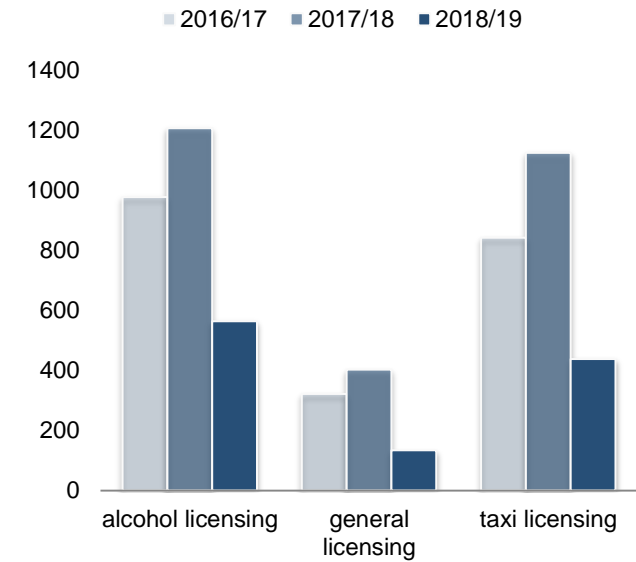
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Environmental Health

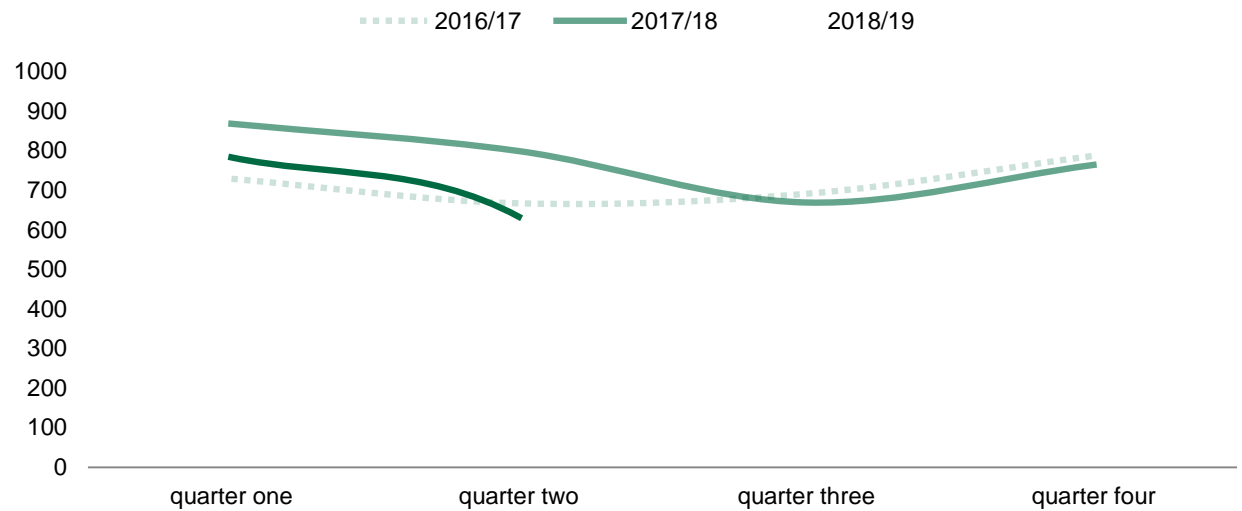


Licensing

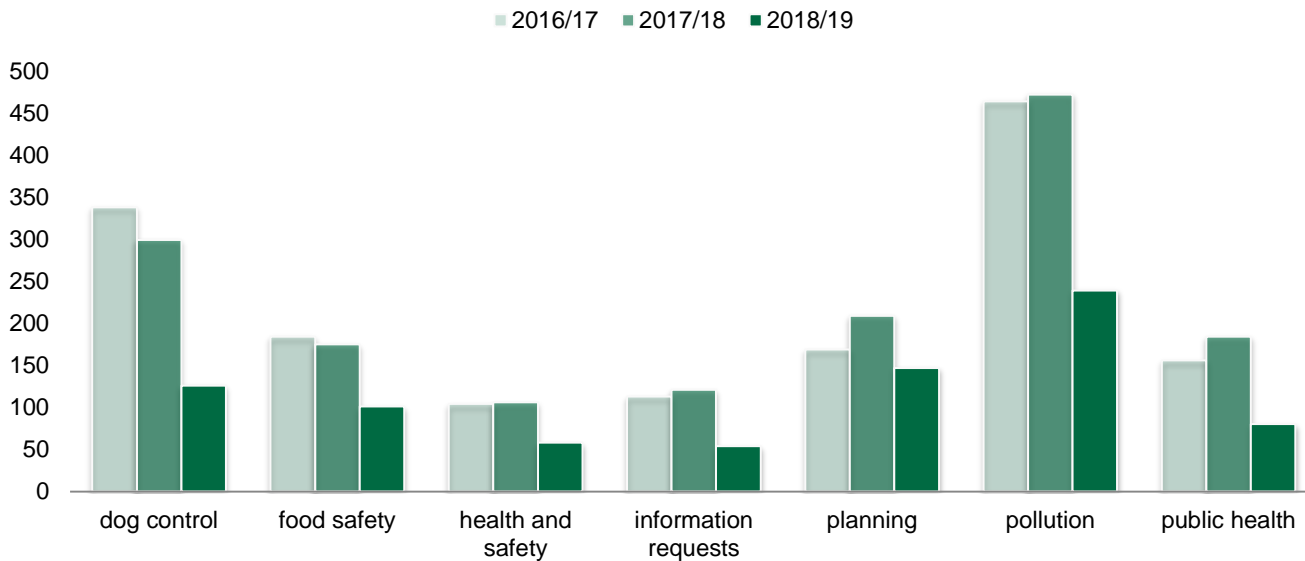


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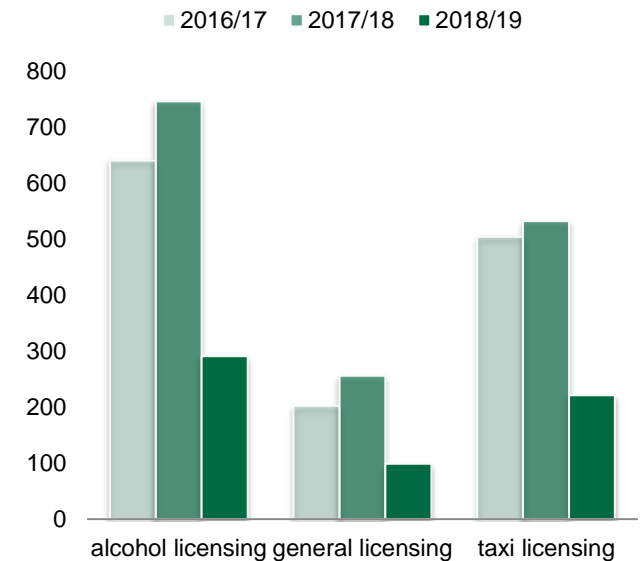
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Environmental Health



Licensing

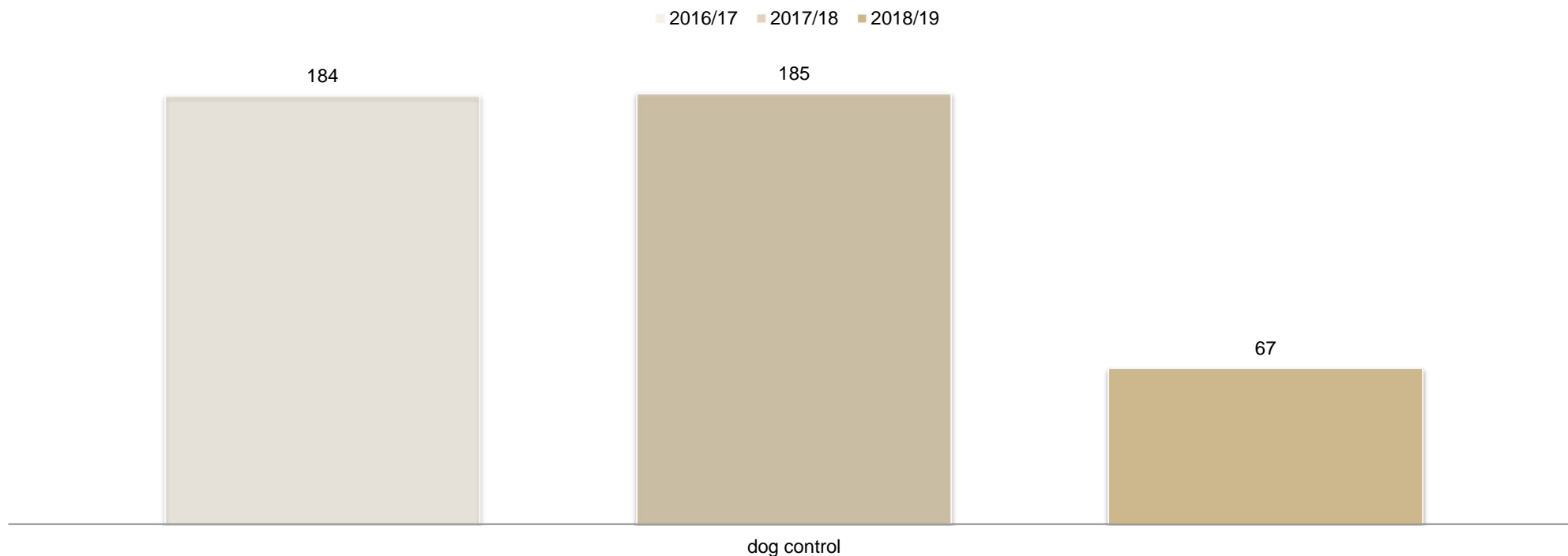


Cheltenham Borough Council

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 remaining steady following an initial fall in numbers when WRS took over the contract. Despite the warm weather causing doors to be left open, Cheltenham has avoided the summer spike in stray dogs.

The chart (below) shows the number of cases recorded against the function undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.

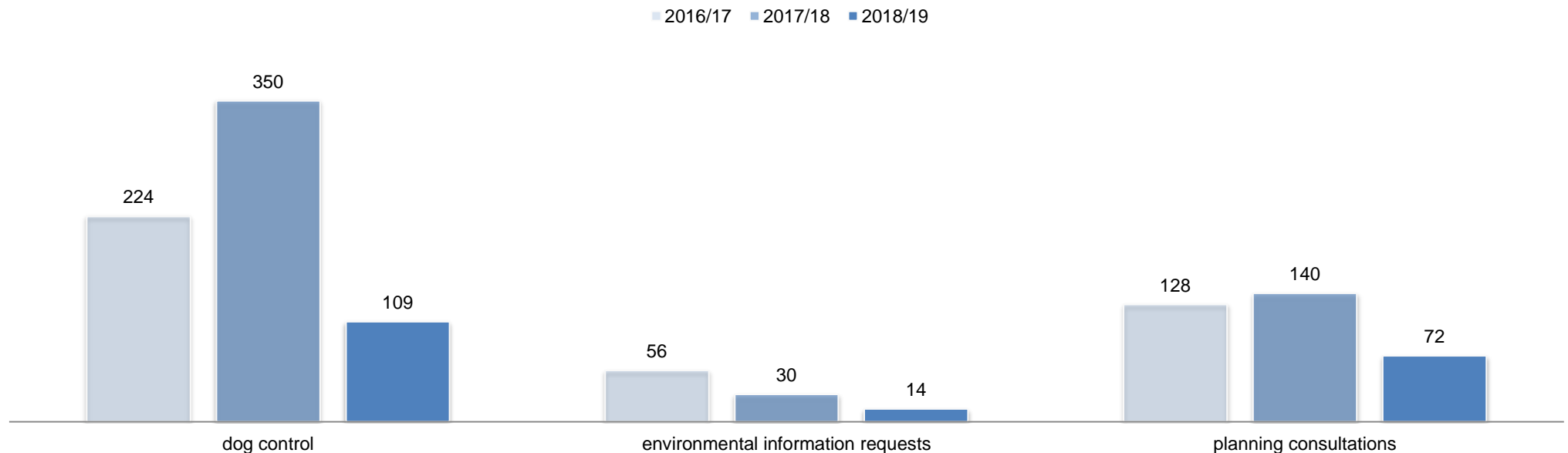


Gloucester City Council

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 numbers of stray dogs collected have been consistently lower for Quarters one and two this year.

The number of Environmental Information Requests received have slowed down during Quarter two and overall are not significant in terms of work volume. The planning consultations are consistent this year with last, based on the quarter two figures. In addition to those represented here, we have also been delivering environmental permitting work, inspecting industrial sites and managing the permit application and maintenance processes.

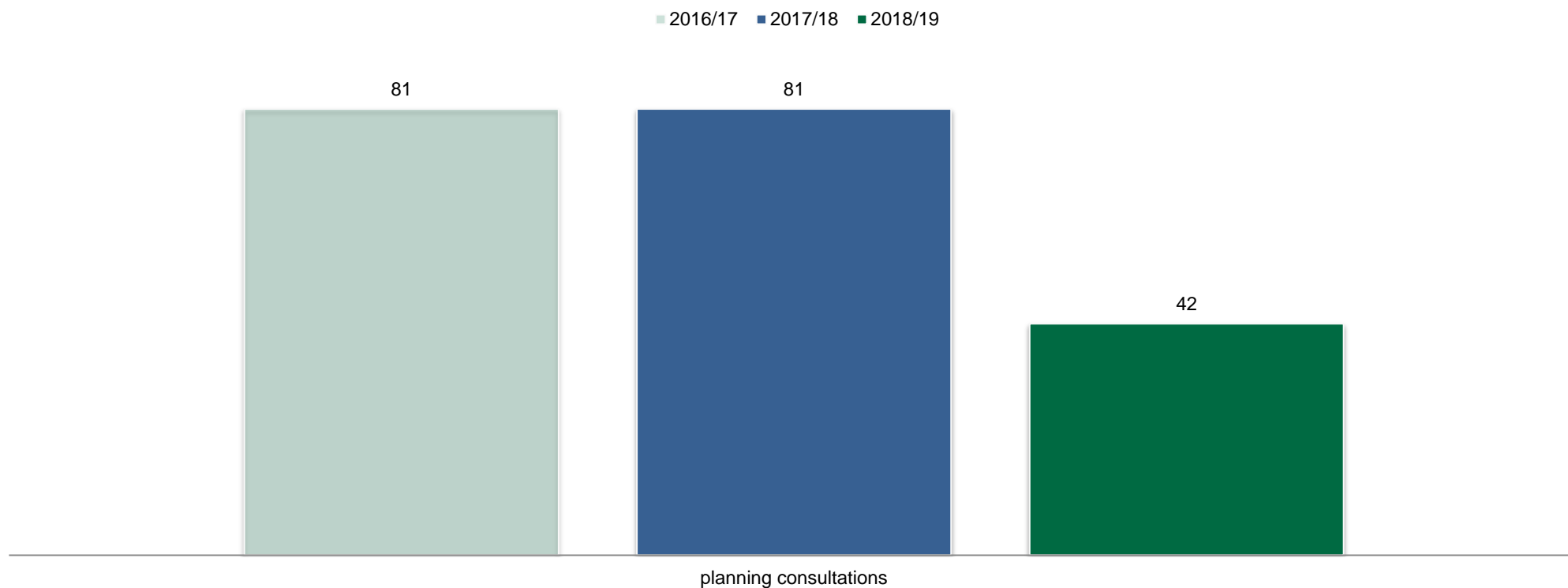
The chart (below) shows the number of cases recorded against each of the functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each



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 compared with the last two years.

The chart (below) shows the number of cases recorded against the function undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



Tewkesbury Borough Council

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. The number of planning applications that WRS are requested to provide nuisance or air quality advice on continue to be high. Unfortunately, due to a process change, the numbers of consultations for planning requests this year can not be directly compared with previous ones as historically, air quality consultations were under recorded. This has now been rectified which may account for some of the increased level in consultations this year.

The chart (below) shows the number of cases recorded against each of the functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.

