



Worcestershire
Regulatory Services
Supporting and protecting you

Activity Report 2018/19

(April to September)



Bromsgrove
District Council
www.bromsgrove.gov.uk

Malvern
Hills
District Council
www.malvernhills.gov.uk

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Wyre Forest
District Council

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Summaries

Foreword

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

As you'll see our excellent summer crashed into autumn relatively early taking down our numbers of nuisance related complaints and these numbers have remained below the level of previous years for much of the quarter. Food complaints and health and safety complaints remained on trend, all of which has allowed the Community EH team to get on top of the food inspection programme for the year so there should not be the last minute rush to hit target that we usually see.

After the 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 a second peak in the middle of this quarter so that team have continued to be busy for most of the period. Stray dog numbers were slightly below last year but slightly above the year before during the same period.

Fortunately, Licensing continued to follow its normal seasonal track and the volume of FOI/EIA Information requests was also on trend.

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



Simon Wilkes
Head of Regulatory Services

Headlines - Quarter THREE

TEAM ENMESHED WITH NOISE ISSUE

Noise complaints came in from a number of Pershore residents about a heavy impact noise in the surrounding area. On investigating, the noise was from a heavy industrial process that involved banging metal to make mesh. The business had moved onto a new green field industrial site the previous year but this was near to residential properties. WRS suggested the company employ an acoustic consultant to identify a way to resolve the problem and, on the basis of this report, a suitable enclosure around the machines had to be built to prevent a statutory nuisance and reduce the noise impact on local residents. The enclosure cost in the region of £30,000 but hopefully a solution has been found that meets the requirements of both parties. Whilst WRS works with planning colleagues to avoid these issues, where industrial and housing development occurs in close proximity it is very difficult to deal with the expectations of those moving into these areas and balance their wants and needs.



Wychavon-Malvern signed up for documentary filming with Lambent Productions looking at the public health protective role of local authority enforcement officers. WRS accepted an invitation to participate. Two officers volunteered for this work and several food visits have been filmed. Agreement of the food business operator is obtained by the film company. The programme will be shown on C5 in 2019.

Licensing Update

The implementation of the Animal Activity Licence which came into force from the 1st of October 2018 is now well on its way and to date we have already had over 160 applications under these new 2018 regulations. Officers have been busy carrying out an inspection of each premise as part of the application processes, qualified Officers and in some cases Veterinary Surgeons have to carry out an inspection of the premises and rate its associated risks taking into account client history with compliance, provision for and the welfare of the animals concerned; awarding each premise a star rating of between 1 and 5 stars under which they will now operate. These risk and star ratings then determine the length of time the licence is granted for this being between 1 and 3 years.

This third quarter has also been particularly busy in the number of licensing applications, renewals or reviews being heard by the relevant district Licensing Committee or Sub-Committees. There have been over 30 cases during October, November and December 2018 for which a determination had to be sought by the Committee process through each district. These are cases where Officers cannot grant a licence as the application is outside of the districts policy parameters and therefore cannot be determined by Officers through normal delegated powers or where an application/licence has received objections or where an application has been received to review the premises licence.

Licensing Officers have also conducted a number of enforcement exercises (mates visits) with our partner agencies West Mercia Police, Home Office - Immigration and Enforcement Officers, Fire Authority Officers, Trading Standards Officers as well as our own Environmental Health and Licensing Officers. Those visits conducted were high profile multi agency visits in a number of districts and culminated in a number of arrests, goods being seized including possible illicit alcohol and which also led to the identification of potential fire hazards which have now been corrected.

Licensing Officers alongside Young Solutions (PCC training provider) have continued to deliver on CSE (Child Sex Exploitation) Awareness training to the Hackney Carriage and Private Hire trade both drivers and operators who are licensed by the District Councils within the County. Officers have now arranged for additional sessions to be provided for those drivers who did not manage to get booked on the course during 2018; with the next available sessions being in Redditch during the later half of January 2019.

Dog Warden Update

The dog warden service was busy during the Christmas and New Year period. Seeing over thirty dogs collected between the 22 December and 1st January. Over Christmas itself seven dogs were being treated at the vets for welfare issues, another seven were in Kennels. Twenty nine of the dogs collected have been reunited with their owner or rehomed, with the other remaining in kennels. The dogs below were four of the lucky ones who have been passed to a charity to find them a new home.



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Air Quality & Contaminated Land

The air quality management area in Hagley was revoked following extensive survey work in the village, which confirmed that air quality objective values for NO₂ have been achieved for several years in a row. It is anticipated that these improvements have come about through a combination of factors relating to favourable metrological conditions, improved vehicle emissions technology and junction improvements since the declaration in 2010.

Worcester City considered the findings of the consultation of their proposed city wide air quality management area and agreed to proceed with the declaration in December. It is anticipated that the order will be made early in Q4. Members have also been heavily involved in the development of an ambitious air quality management plan for the City which will be considered at the end of January 2019.

Officers have also been liaising with County Highways and Wyre Forest District Council on the highway improvements intended for the Blackwell street roundabout Churchfields area. It is anticipated that delivery of this scheme in 2019 will bring about much needed improvements in air quality as the Horsefair has the highest exceedance of NO₂ objectives for the County.

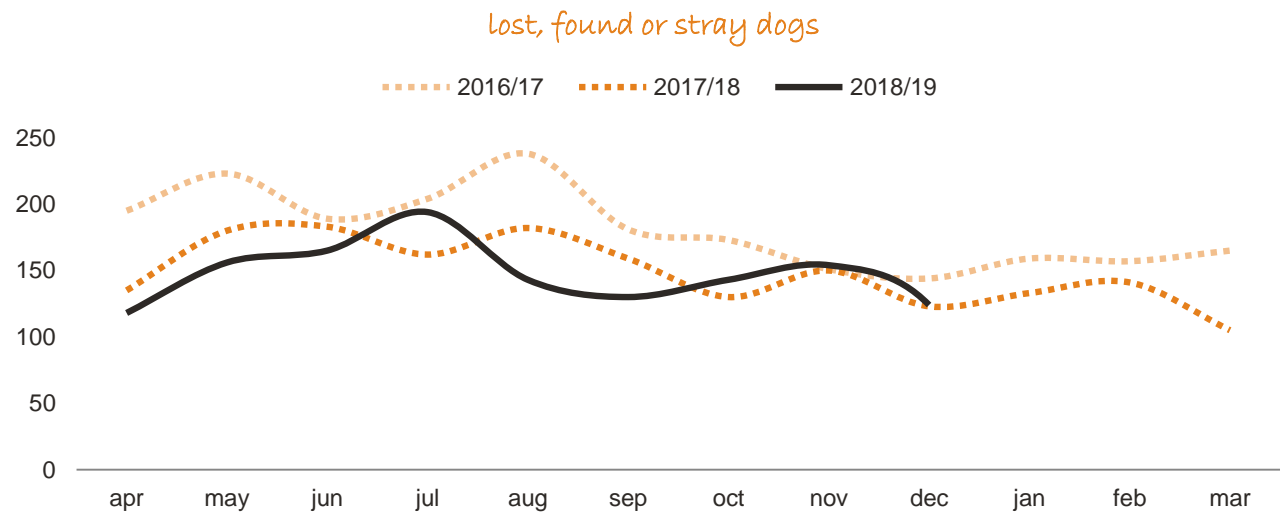
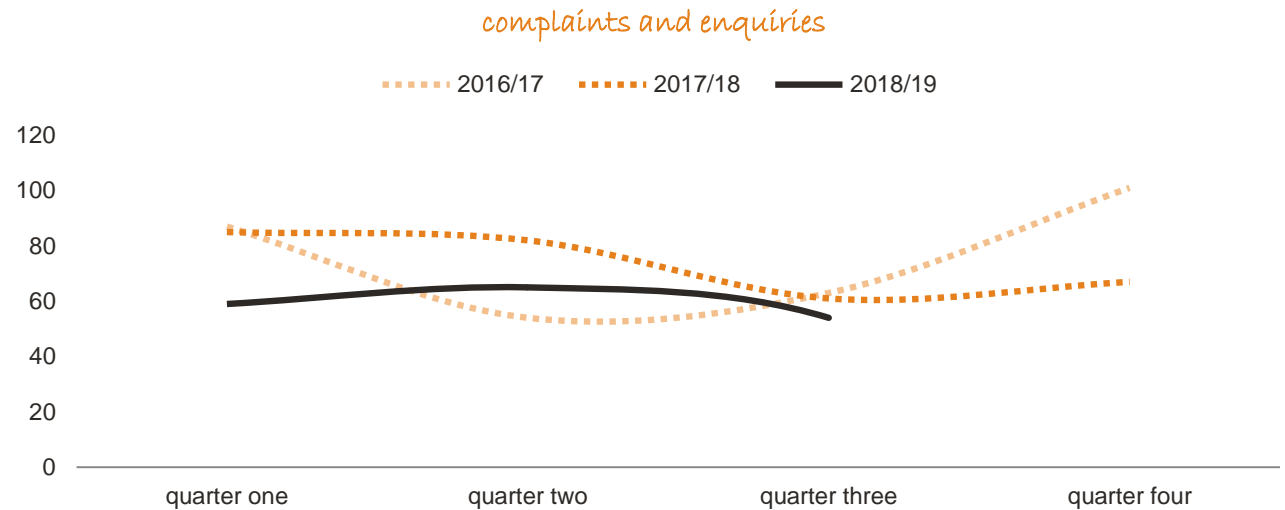
The submission of 2018 ASR's (Air Quality Annual Status Reports) for the districts were also submitted to DEFRA in December in line with government reporting requirements. Report details will be available via the following link: <http://www.worcsregservices.gov.uk/pollution/air-quality/local-air-quality-progress-reports.aspx>

The end of Q3 saw the completion of the landfill gas survey of Pinches landfill site in Wildmoor, Bromsgrove. Informal reporting of the monitoring conducted at the nearest residential receptors confirmed that there was no exposure to the products of landfill gas. Residents and members of the Wildmoor residence association will be given the good news in due course.

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 with Quarter 2 there continues to be a downward trend in complaints and enquiries. Generally speaking this has been the case with reports of lost, found or stray dogs, however the chart for quarter 3 demonstrates a marginal increase compared to the 2017/8 figures. This may be due to increased accessibility to the phone lines as a result of reduced incoming calls to the service or simply a result of an increase in lost dogs.



Environmental Permitting

The team have been busy developing our Primary Authority relationships over Q3 with Cemex and Wienerberger and commenced delivery of their work programmes. Liaison meetings have also been conducted with representatives of Welsh authorities with a view of expanding the primary authority relationship into other UK jurisdictions to provide Cemex with comprehensive Primary Authority cover across their business portfolio.

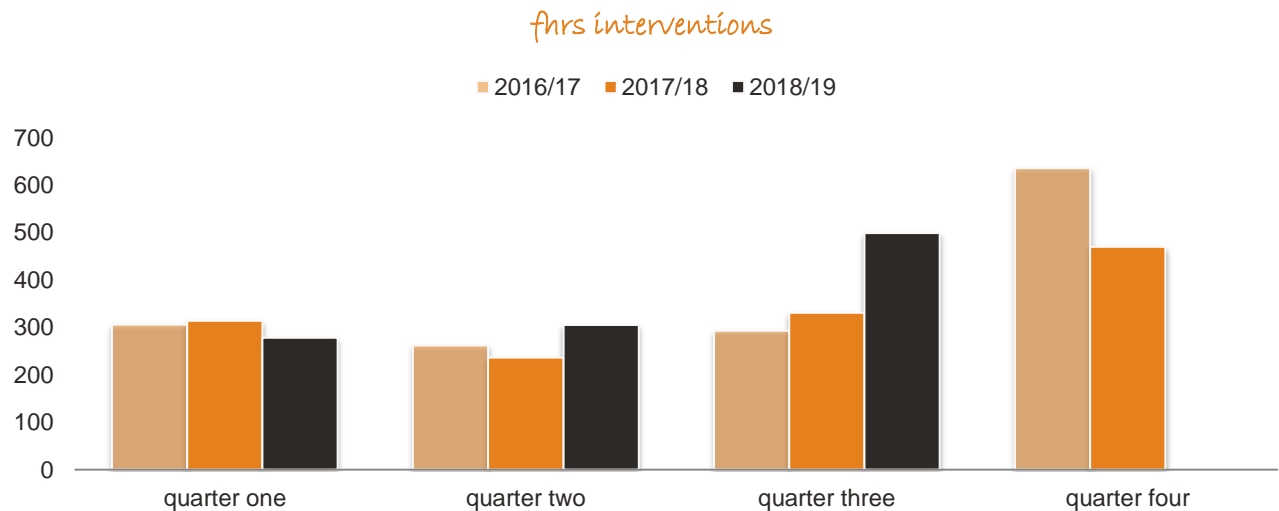
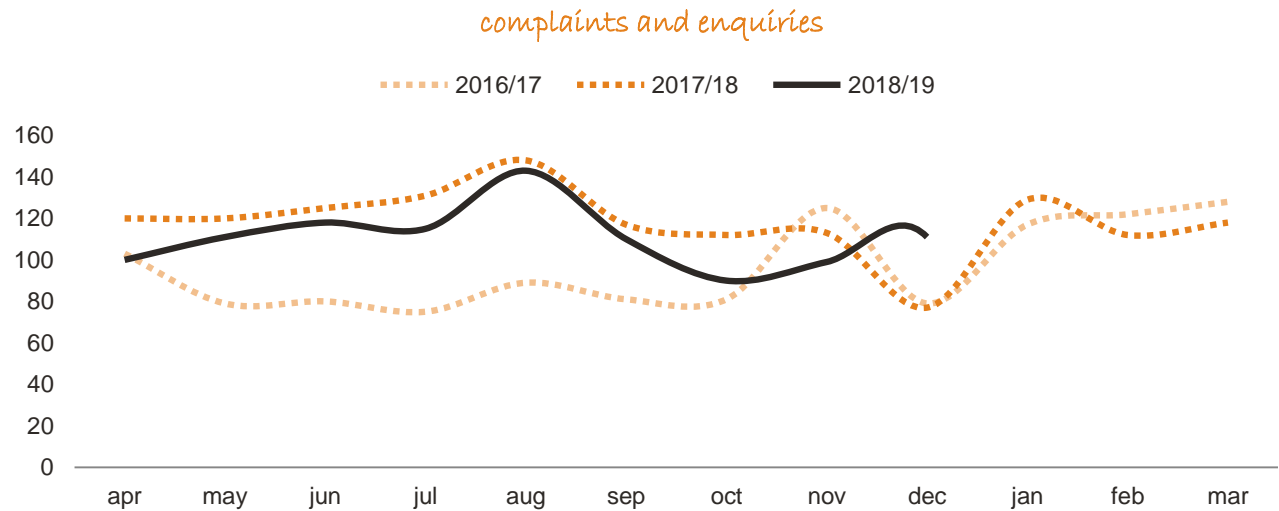
Officers have also been advising the Ministry of Defence on the compliance requirements of the medium sized combustion plant directive which directly affects every military site in the UK. We are currently liaising on this area of work with their projects team and seek to provide the necessary support, make permit applications and deliver emissions compliance.

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: The quarter introduced a project led approach to food inspections with teams of up to six officers allocated to specific Districts for a one week period. This enables them to entirely focus on food visits for short periods without impacting on their other EH work. Inspections have increased for the quarter and we should be close to completing the whole programme by year end.

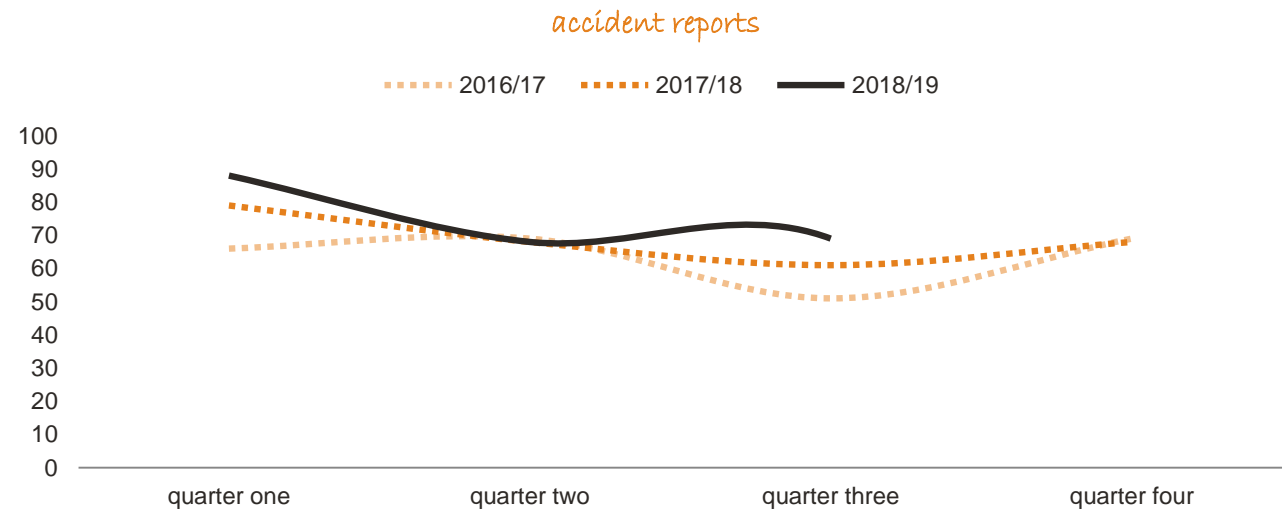
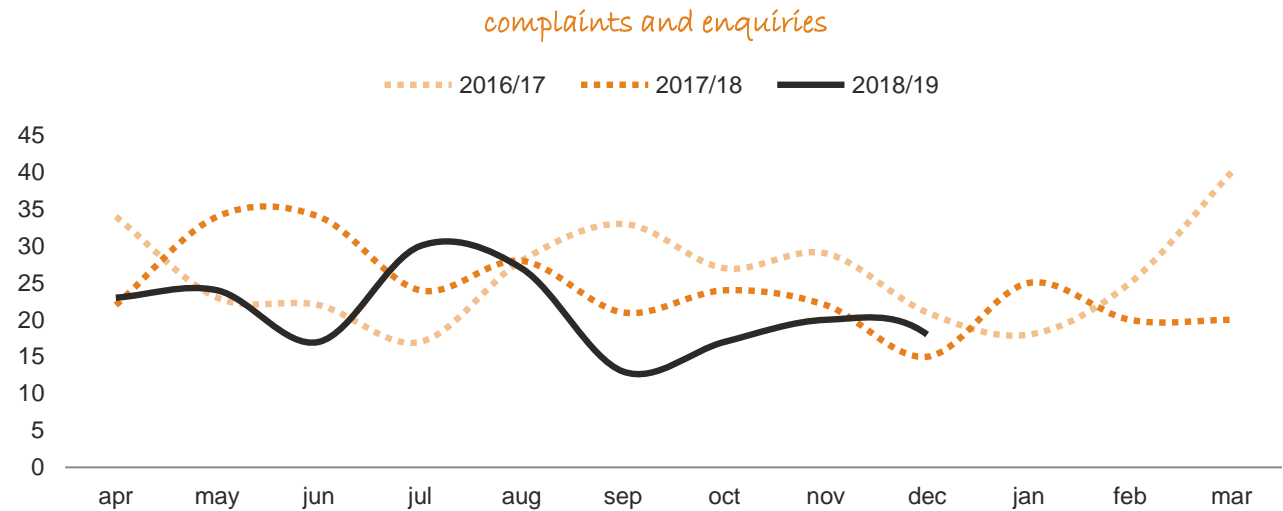
The low risk food premises intervention project continues to bring in good responses and has enabled data base cleansing. The total number of returned self assessment forms for year to date was 248 from 274 sent out. There was one formal food premises closure in Redditch during the period.



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 continues to be subject to an intelligence led approach based on accident reports and complaints notified to us. Formal legal proceedings are in progress relating to a large retailer in Wyre Forest and the team are investigating a potentially fatal accident at company in Bromsgrove district where a large two-tier conveyor system was being relocated by warehouse staff and collapsed onto one of them causing life threatening head/neck injuries. A simple caution has also been issued to a large national retail chain formerly operating in Redditch.

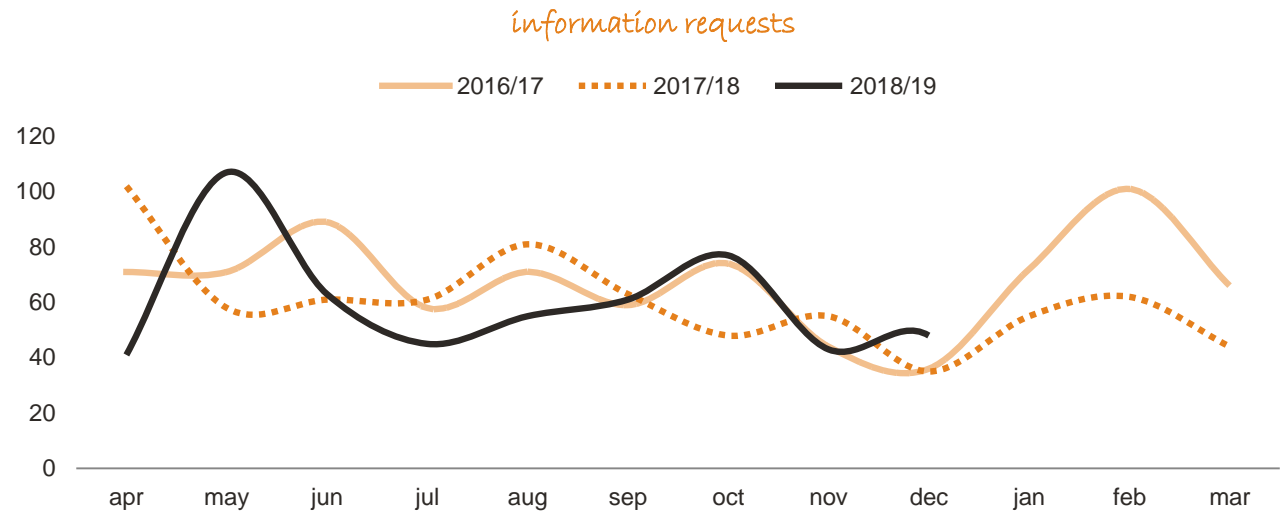


Information Requests

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

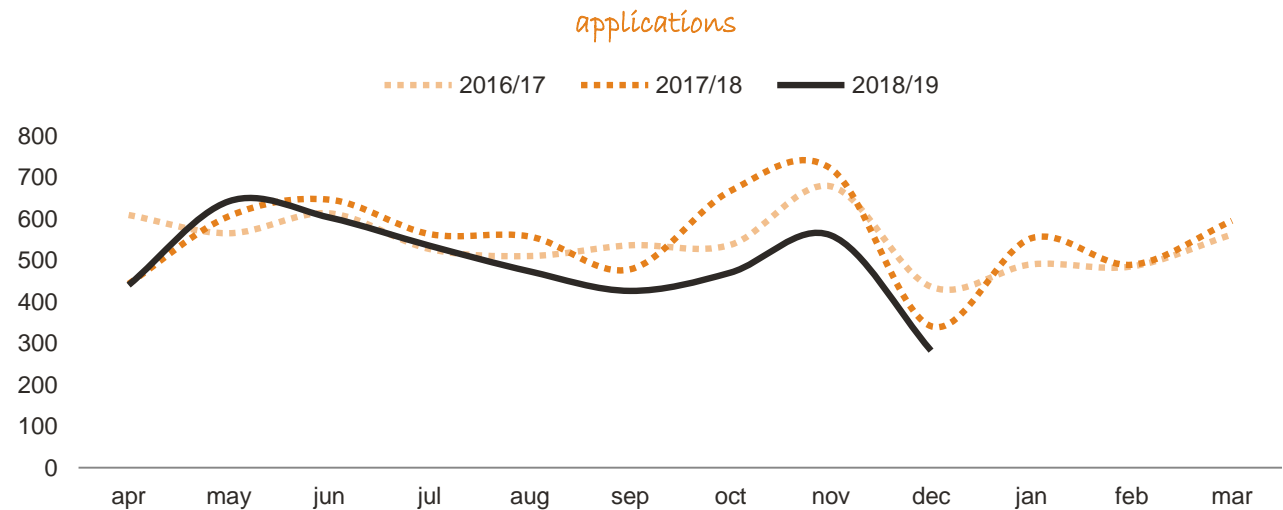
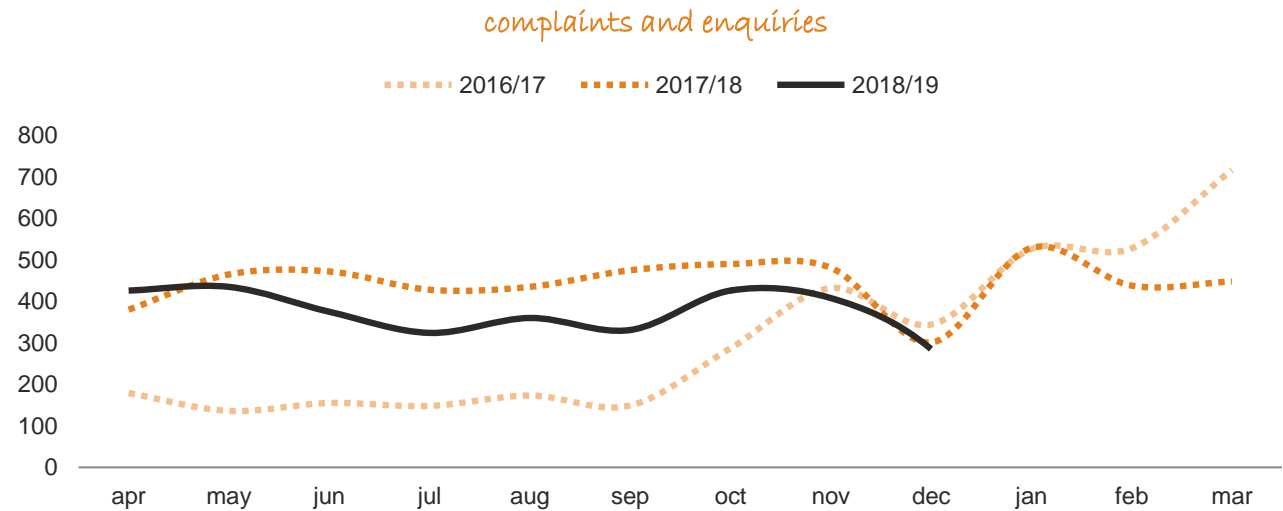


Licensing

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

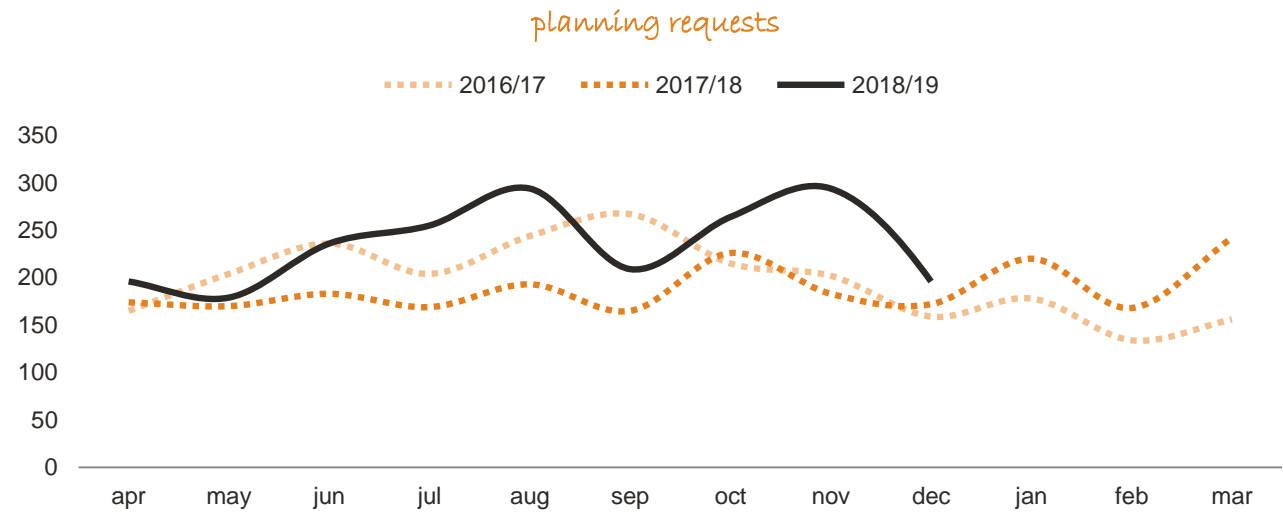


Planning

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;

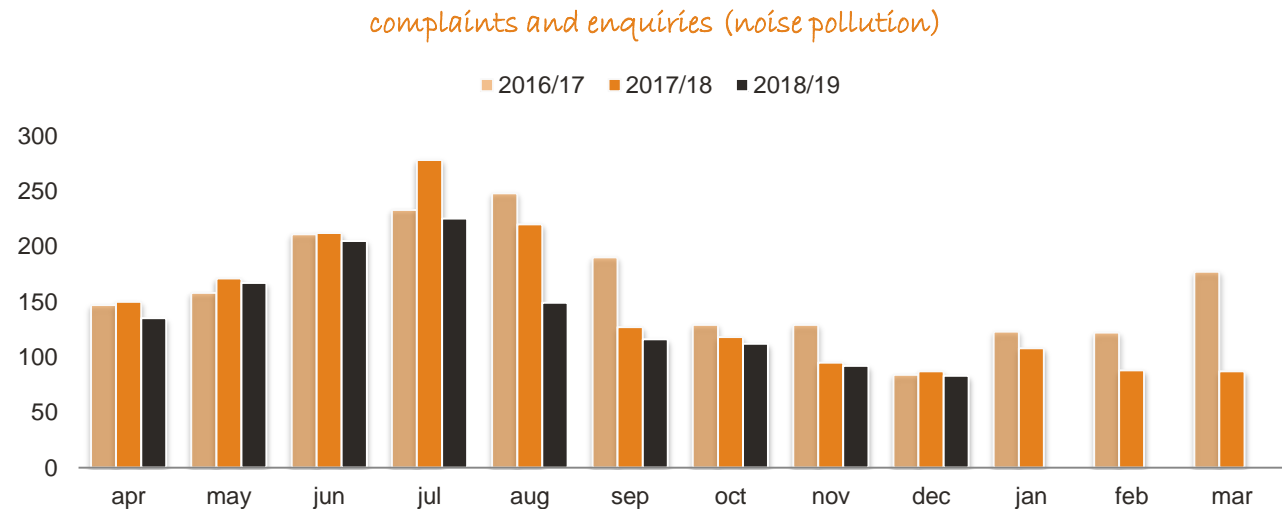
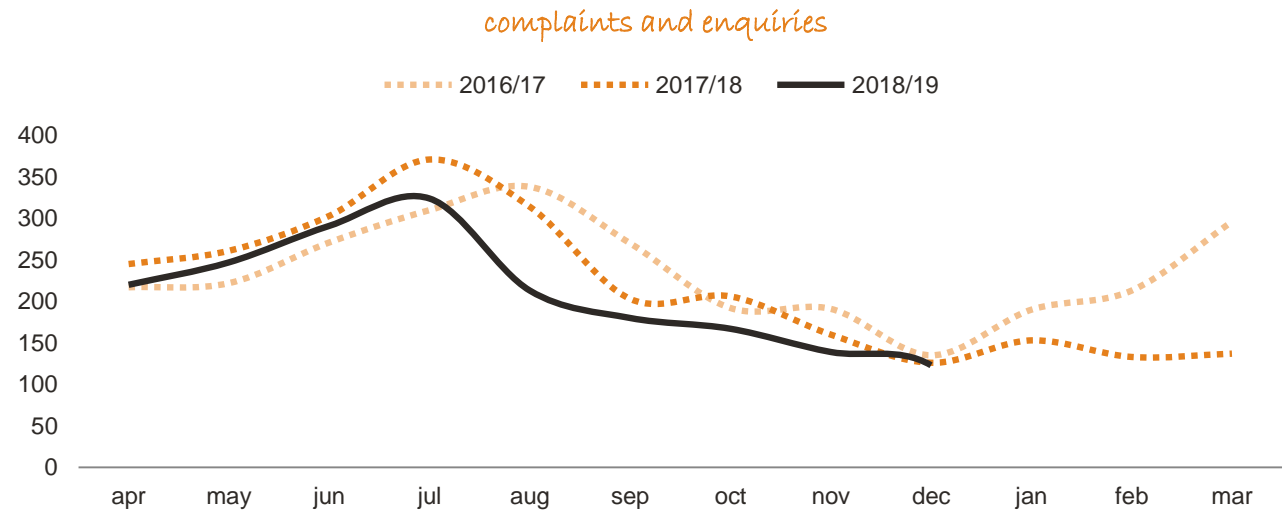
- Air Quality
- Contaminated Land
- Environmental Permitting
- Food
- Health and Safety
- Nuisance / Noise
- Private Water Supplies



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: The reduced demand in respect of nuisance work Q3 experienced in previous years has been replicated 2018/19, thus enabling the team to focus on Food Safety interventions Q3 whilst continuing to deal with those cases meeting the threshold for investigation. Against this background the team worked with a factory in Wychavon district to achieve compliance with a noise abatement notice. A full acoustic enclosure was constructed around the large metal fabrication press and through this co-operation the noise nuisance was abated. Further, a noise abatement notice was served on nightclub in Wyre Forest district following complaints from local residents about loud music.

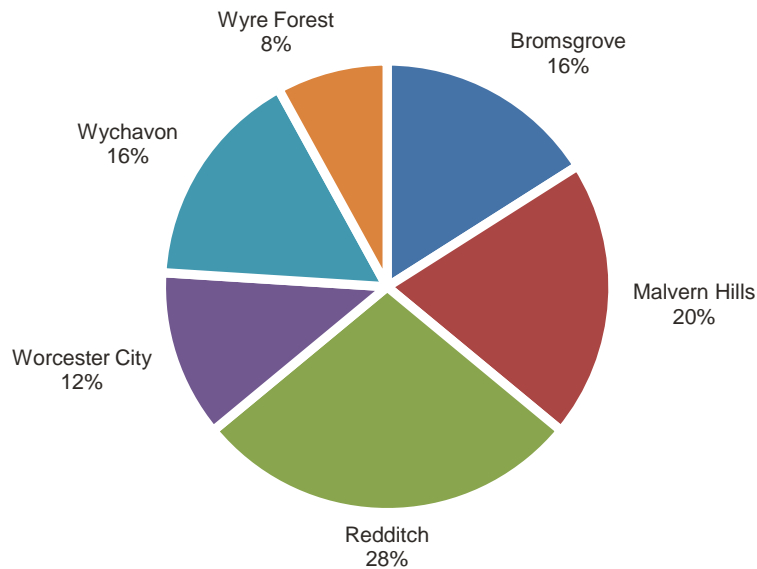


Noise Pollution

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.

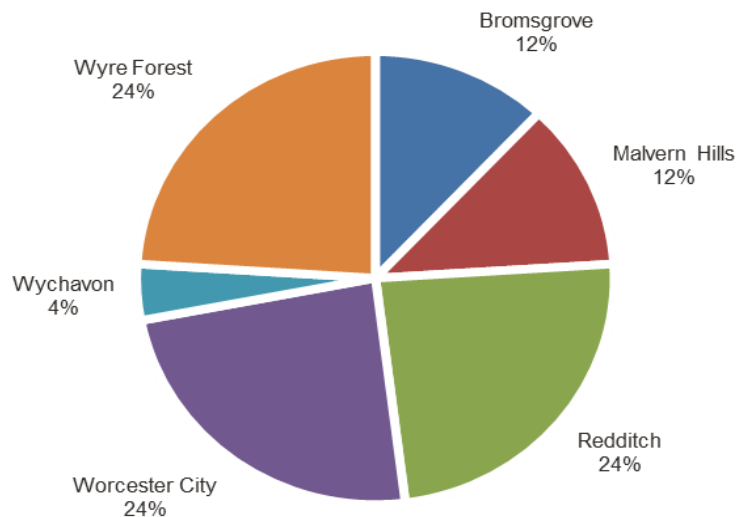
Note: Data shown on this page represents the 'year to date' and will continue to increase each quarter until the end of year report is published.

Ward	Total	Population	Rate
Sanders Park	28	3,456	8.10
Norton	15	3,175	4.72
Abbey	28	6,232	4.49
Cathedral	49	11,160	4.39
Wells	14	3,258	4.30
Upton Snodsbury	10	2,692	3.71
Warndon	22	5,928	3.71
Charford	13	3,638	3.57
Lickhill	9	2,535	3.55
Central	23	6,659	3.45
Bowbrook	10	2,907	3.44
Morton	7	2,060	3.40
Longdon	7	2,068	3.38
Headless Cross And Oakenshaw	28	8,539	3.28
Matchborough	20	6,152	3.25
Lodge Park	18	5,630	3.20
Batchley And Brockhill	27	8,628	3.13
Bretforton And Offenham	9	2,883	3.12
Bengeworth	21	7,301	2.88
Greenlands	26	9,298	2.80
Broadwaters	26	9,326	2.79
Hagley East	7	2,586	2.71
Lindridge	6	2,246	2.67
Teme Valley	5	1,920	2.60
Bedwardine	22	8,497	2.59



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.



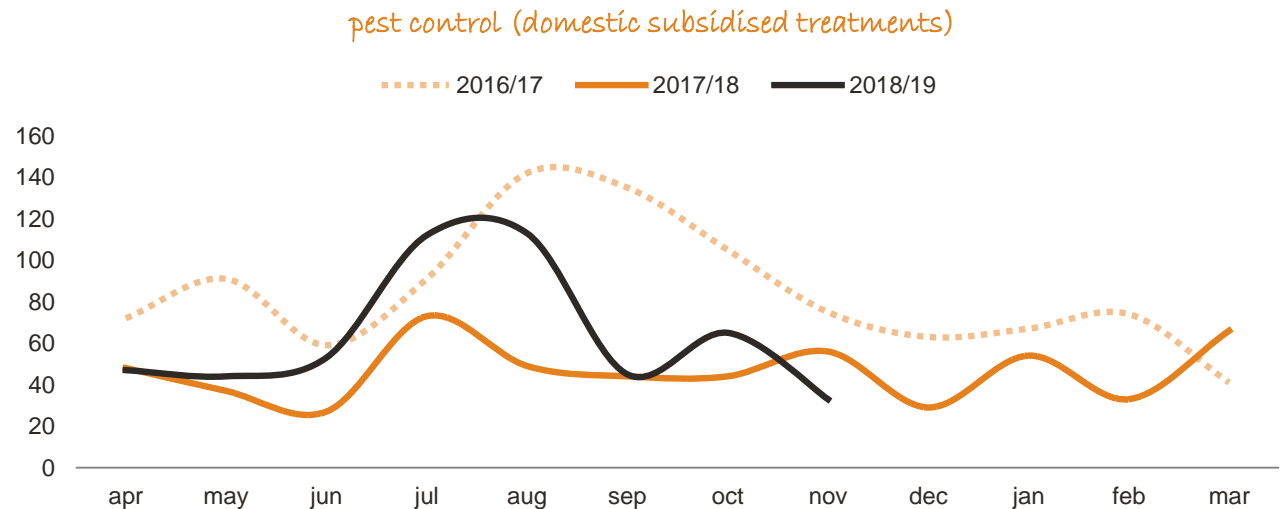
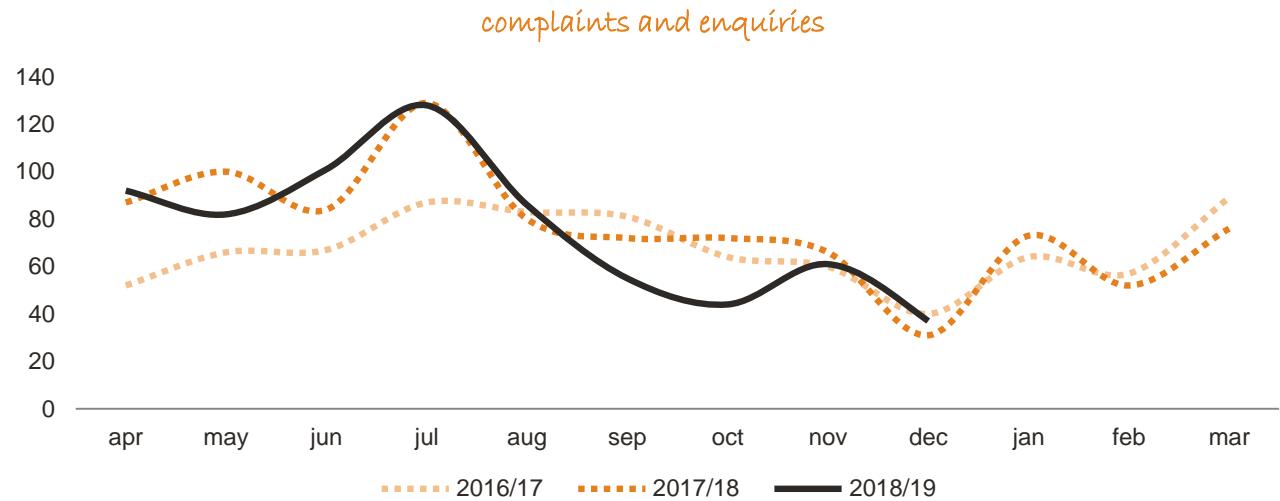
Ward	Total	Population	Rate
Abbey	33	6,197	5.33
Upton And Hanley	21	4,186	5.02
Greenlands	45	9,122	4.93
Rock Hill	14	2,938	4.77
Batchley And Brockhill	40	8,553	4.68
Sanders Park	16	3,463	4.62
Charford	17	3,707	4.59
Astwood Bank And Feckenham	27	6,042	4.47
Blakebrook And Habberley South	39	9,000	4.33
Bedwardine	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.

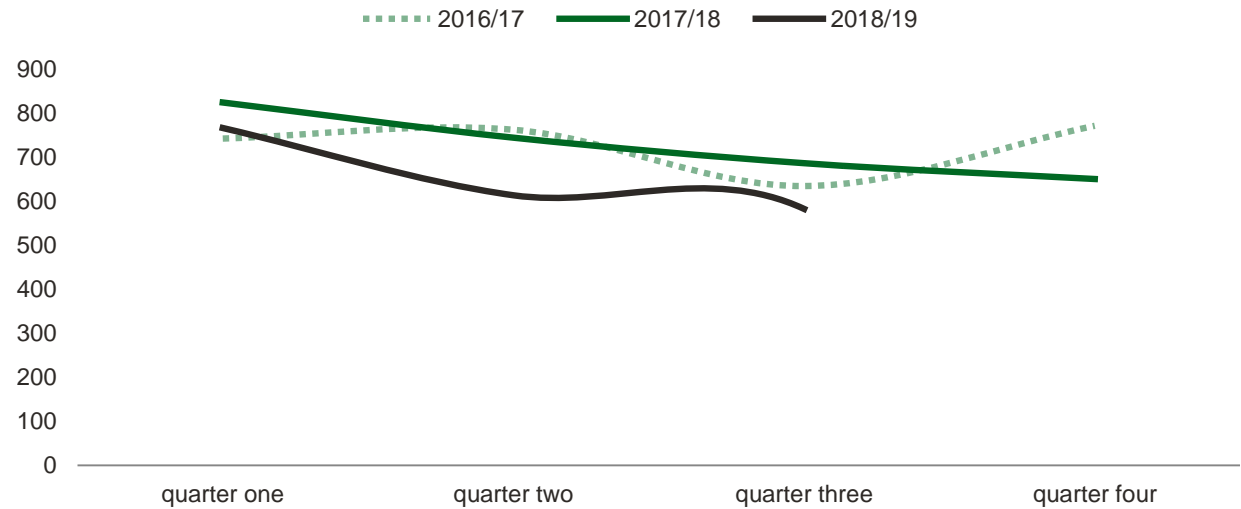
Comments: The numbers of subsidised pest control treatments in relevant Districts have increased during June and July due to the wasp friendly summer weather. This is likely to be repeated with increased rat treatments during the autumn. An increasing number of complaints relating to filthy and verminous premises were received Q2, including one which involved the removal of approximately fifteen tonnes of waste/filthy and verminous articles.

The Community Environmental Health Team undertook countywide sampling of private water supplies used for commercial purposes this quarter following the publication of revised DWI guidance.

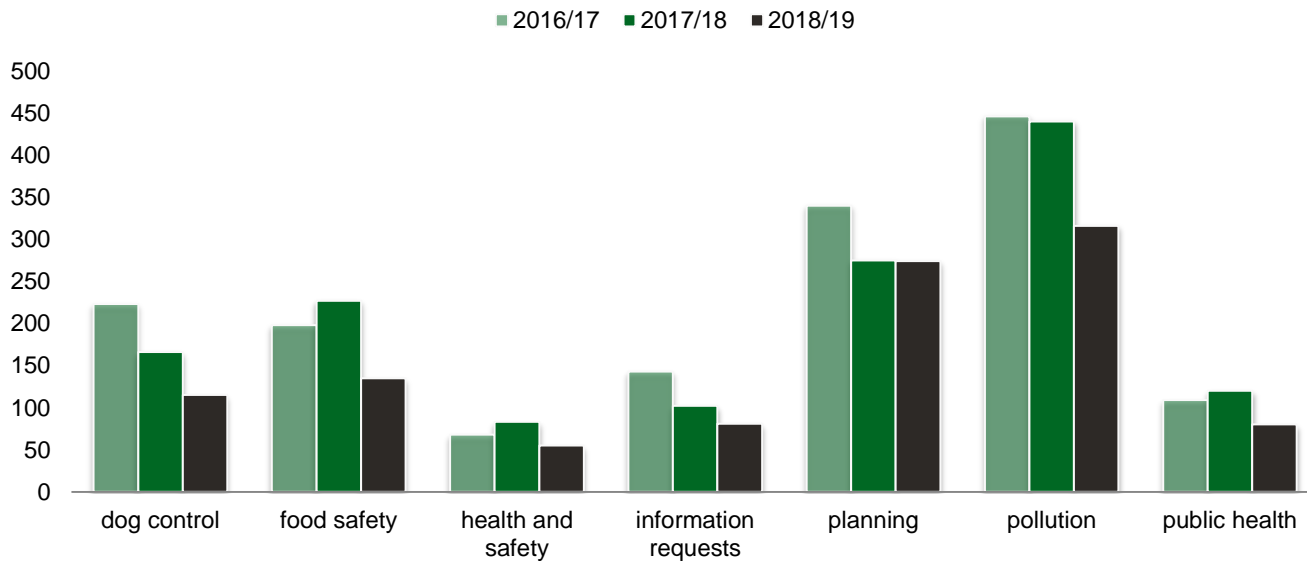


The data on this page relates to *Environmental Health* and *Licensing* complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of *Bromsgrove*.

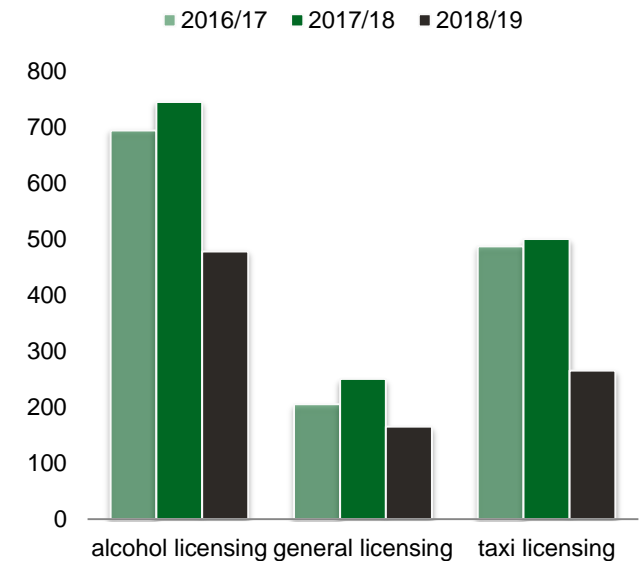
Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



Environmental Health

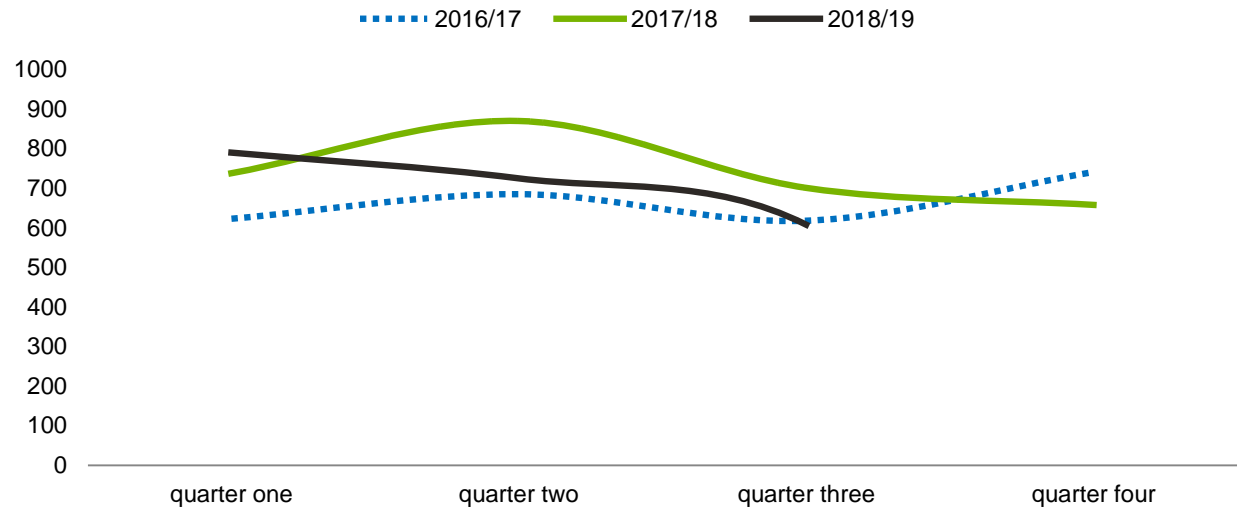


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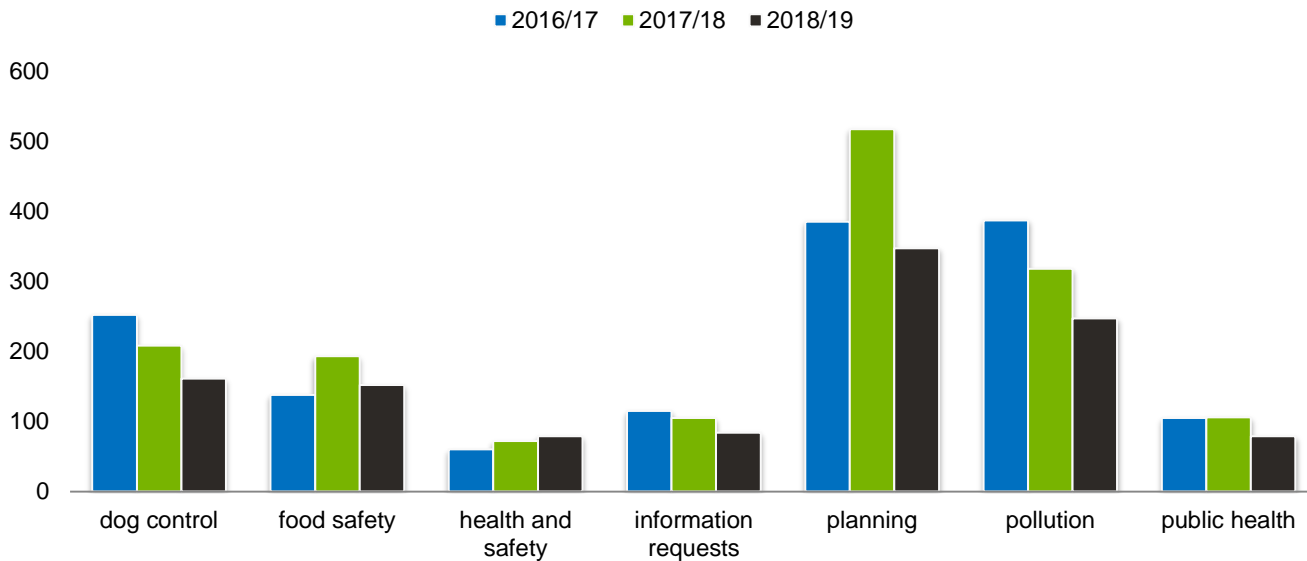


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Malvern Hills.

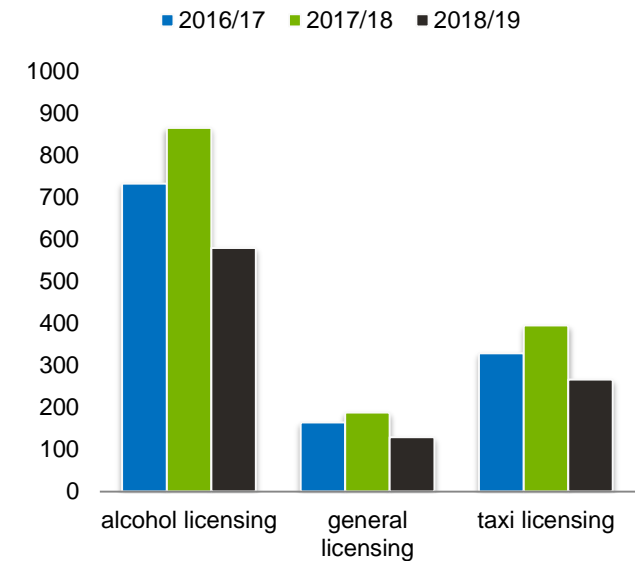
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Environmental Health

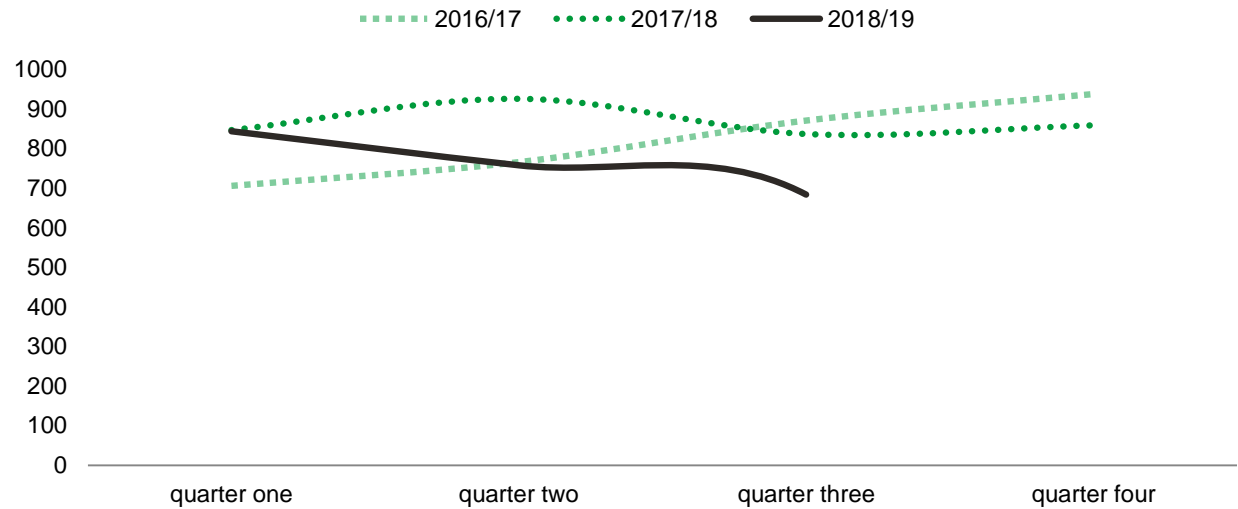


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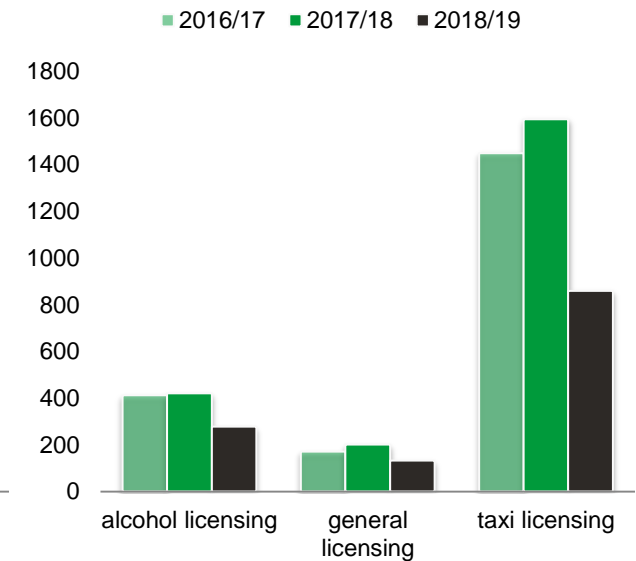
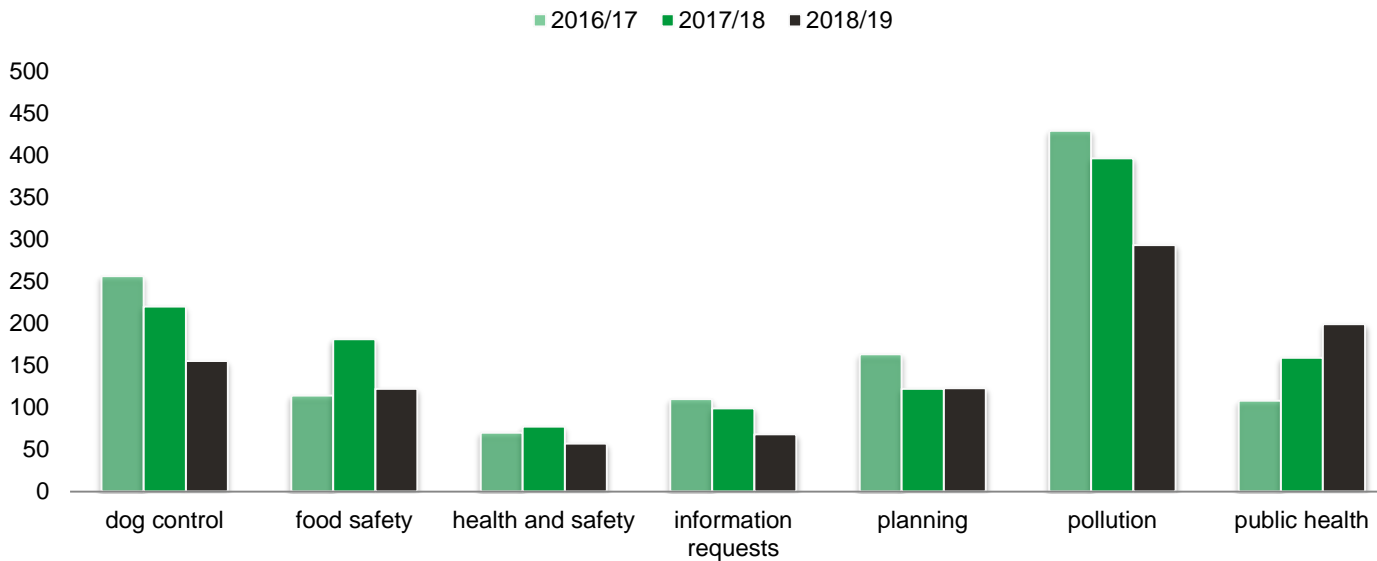
The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Redditch.

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Environmental Health

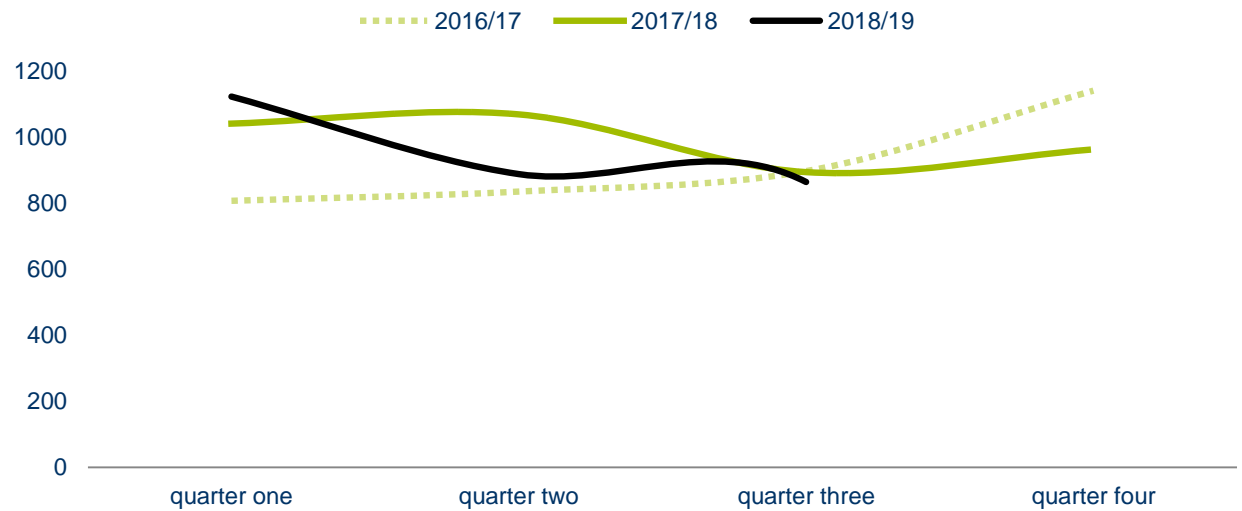
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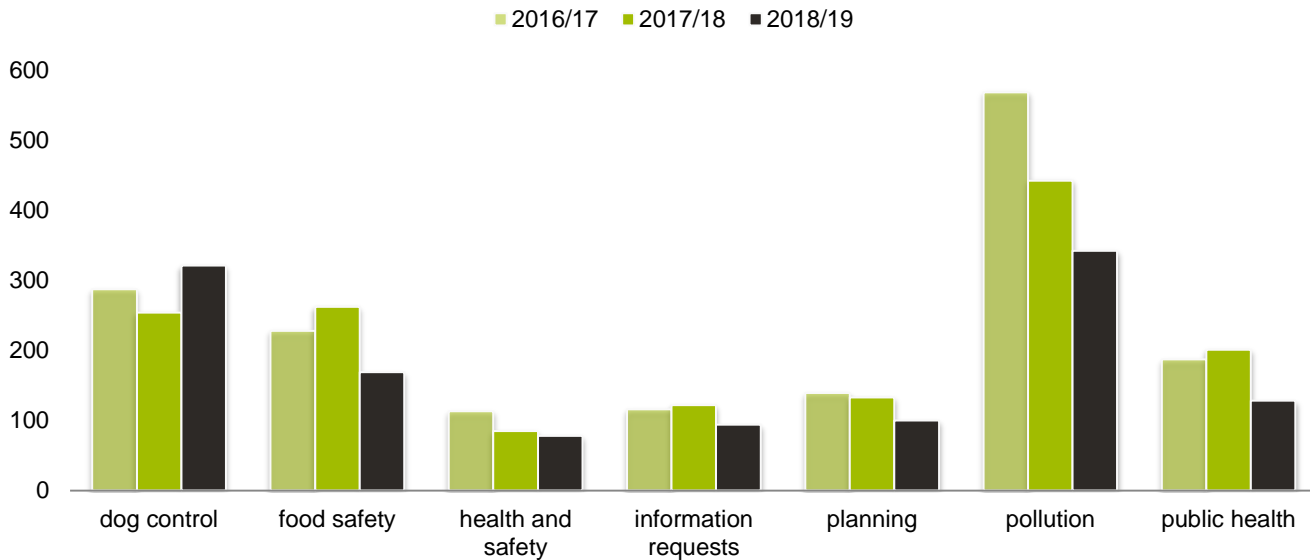


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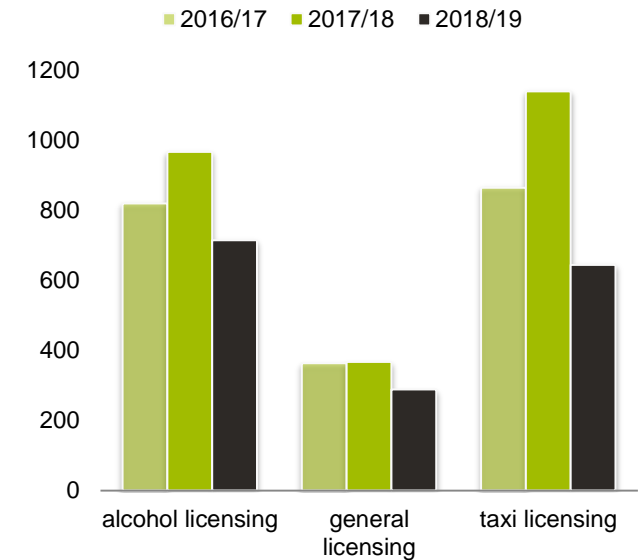
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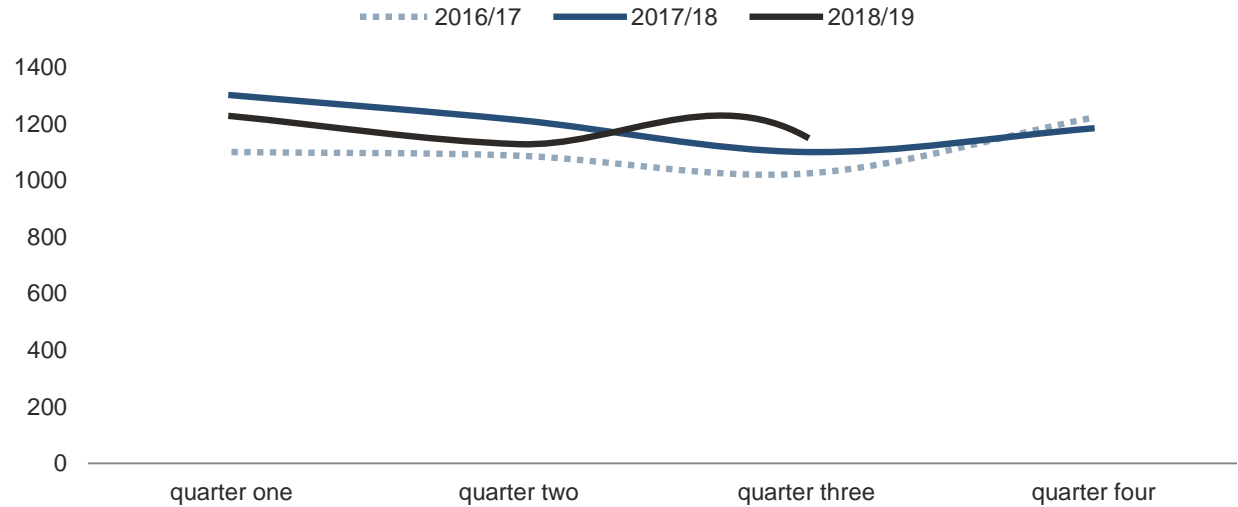


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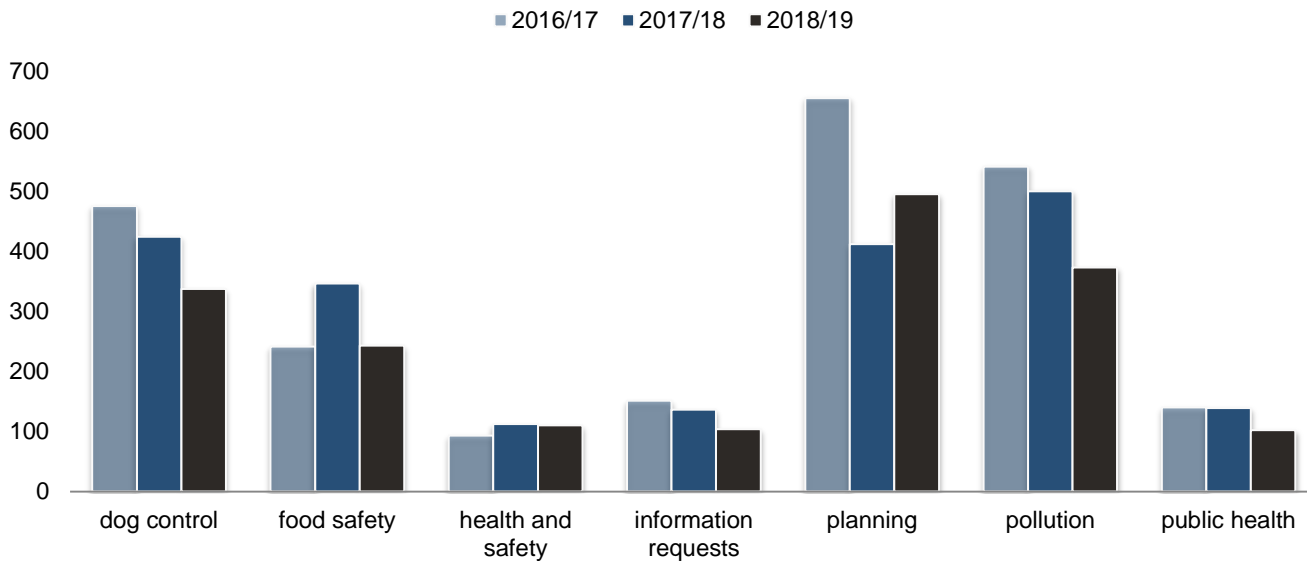


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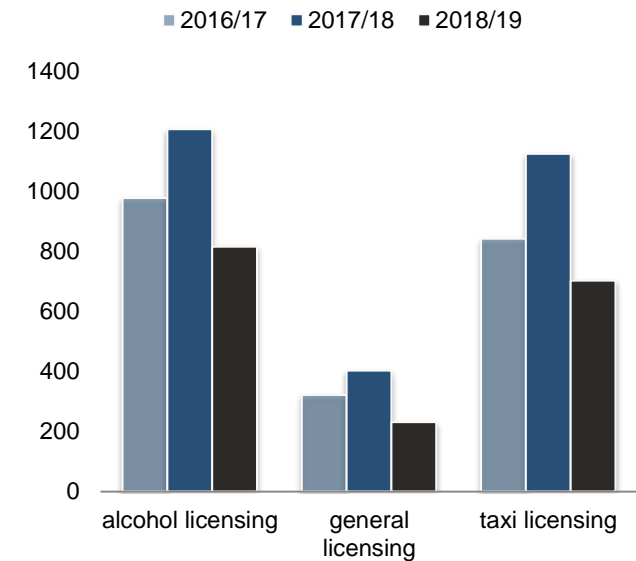
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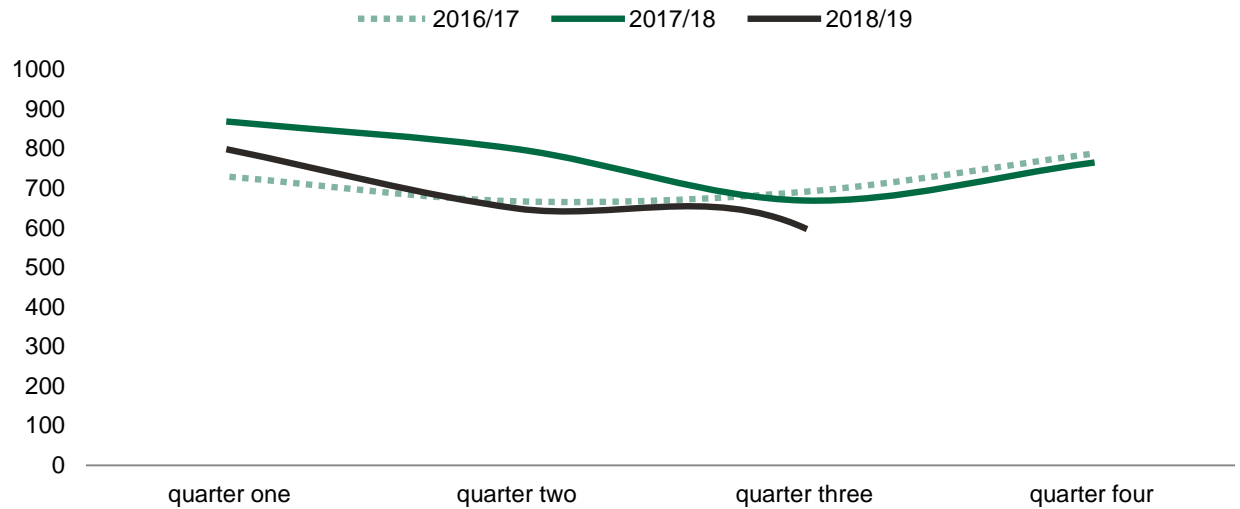


Licensing



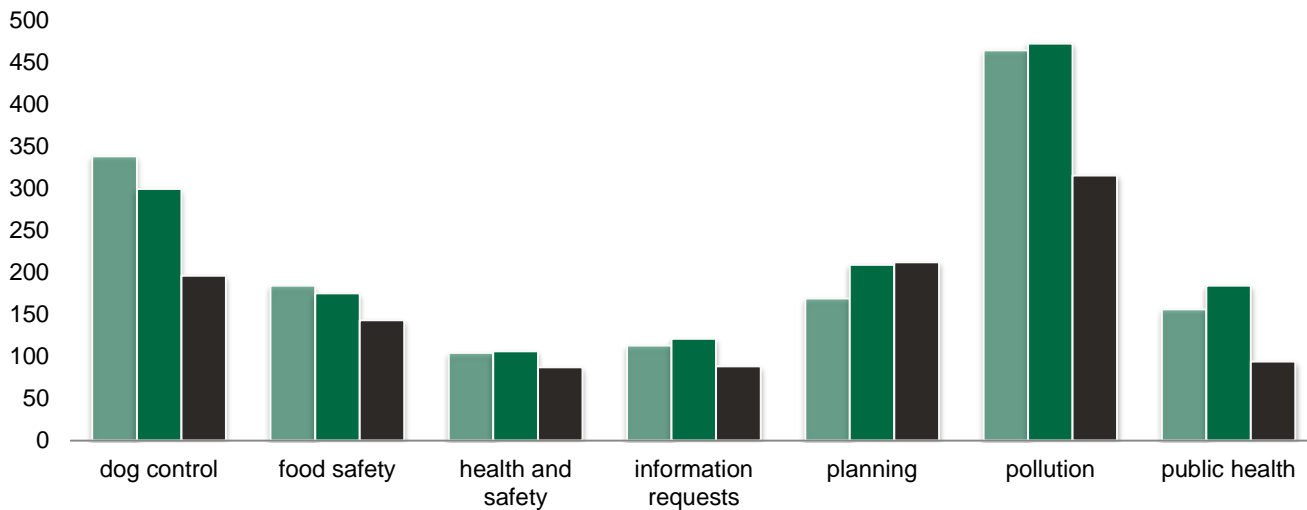
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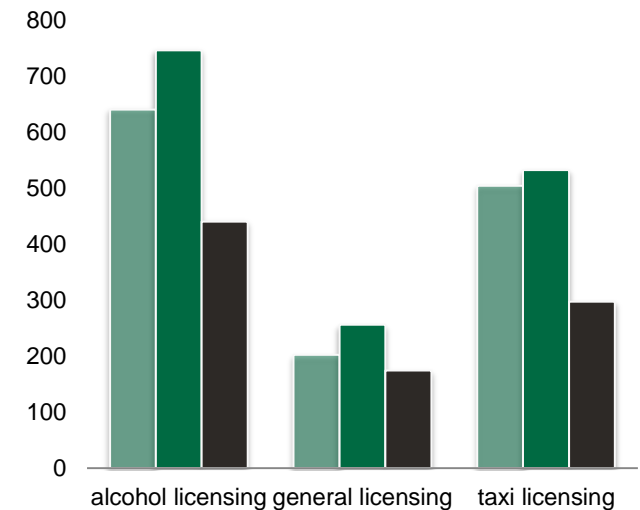
Environmental Health

■ 2016/17 ■ 2017/18 ■ 2018/19



Licensing

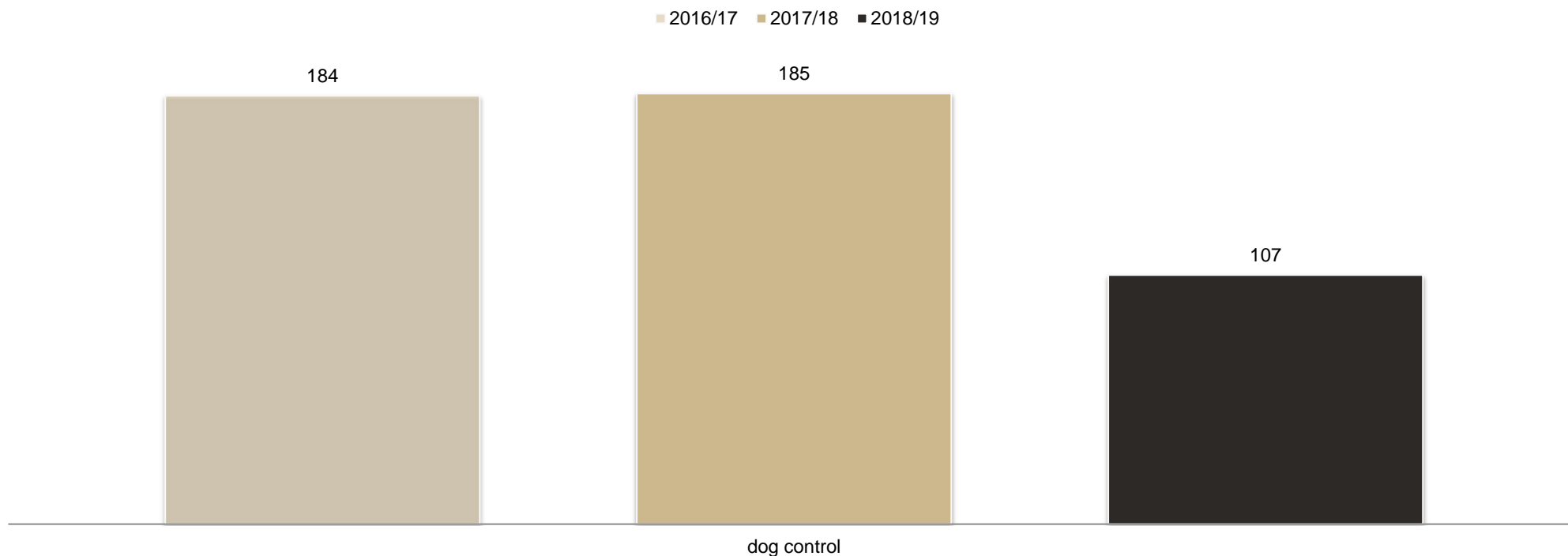
■ 2016/17 ■ 2017/18 ■ 2018/19



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 number of stray dogs remains consistent with previous years, there is a very slight reduction compared with the same quarter last year however this is of little note and is unlikely to have a significant impact on the end of year figures.

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.



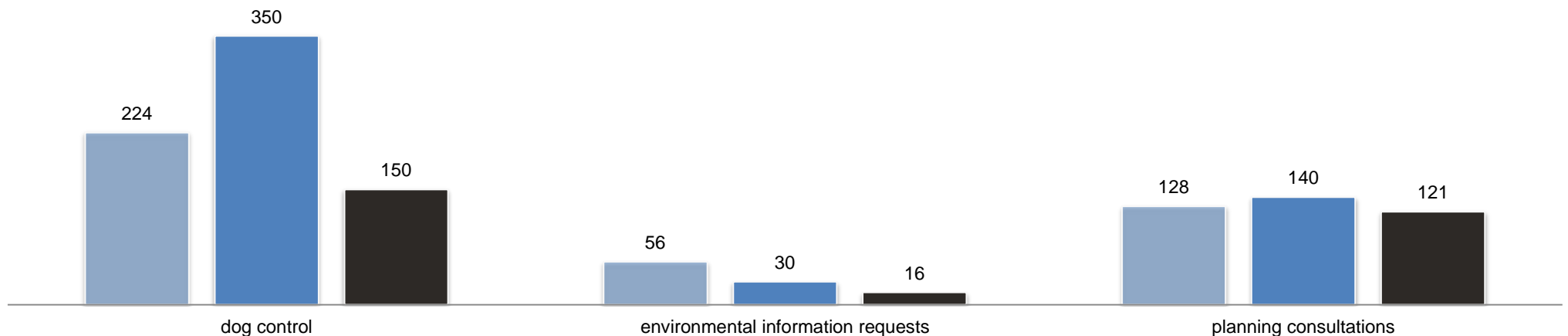
Gloucester City Council

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. There has been a marked reduction in the number of dogs collected in quarter three and this would indicate a continued annual reduction is likely.

The number of Environmental Information Requests received, have continued to be down on last year following Quarter three and overall are not significant in terms of work volume. The planning consultations are up on last year and solely relate to 'contaminated land' matters. 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. All Gloucester inspections have been completed for this financial 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.

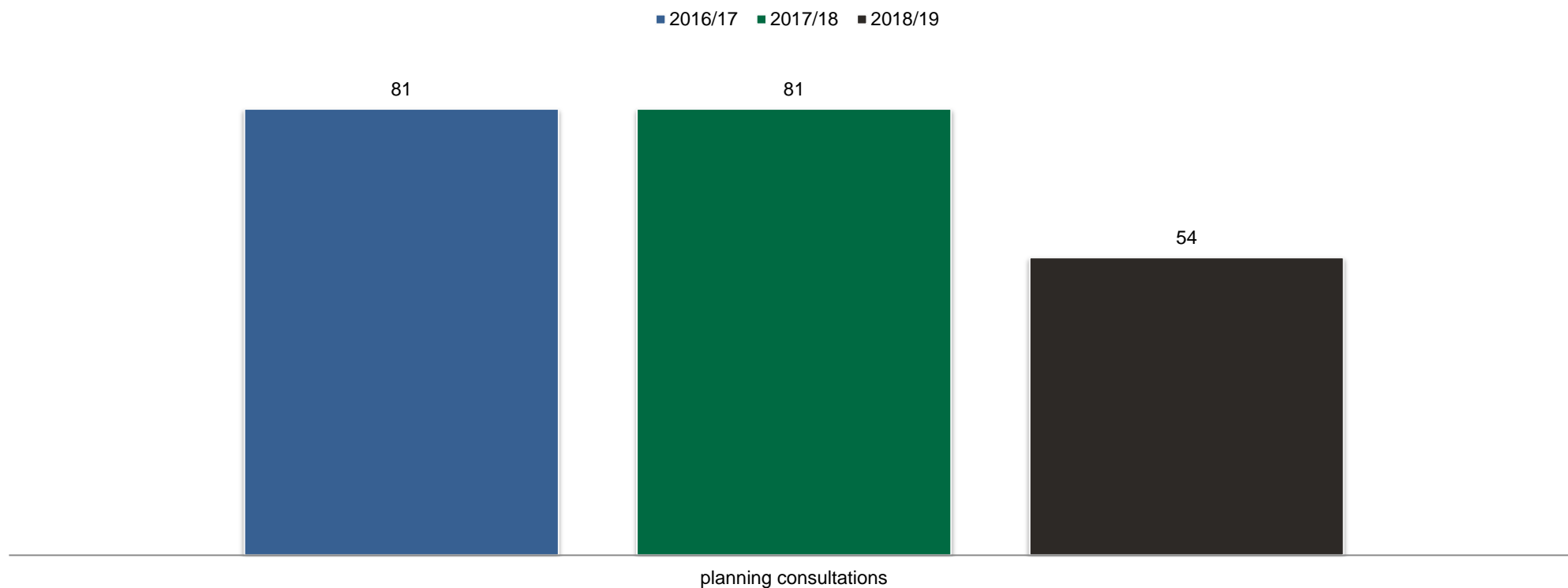
■ 2016/17 ■ 2017/18 ■ 2018/19



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.

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.

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.

