

WRS Board

27th June 2018

Activity and Performance Data Quarters 1, 2 3 and 4

Recommendation

That the 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

Board members have asked the service to provide data on activity levels to help reassure local members that WRS continues to address a range of issues in each partner area and more broadly across the county.

Report

Activity Data

The total number of interventions at premises for food safety across the County for the year was 1,514. A high proportion (97.3% across the county,) of these premises in all districts is broadly compliant, indicating that the vast majority of food businesses are well run. Food safety complaints were slightly down in quarter 4 but overall ran at a similar rate to previous years.

Dog control complaints followed a similar pattern to 2017/18 but at a slightly lower level. The number of strays collected was in line with previous trends.

There was quite a spiky profile to health and safety complaints and enquiries during quarter 4 but in line with last year. Numbers overall were not dissimilar to previous years. Health and safety activity continues to be intelligence led and focused on enforcement activity. Members may have seen the reported prosecution of B&Q by Wyre Forest following an investigation by the team. The number of accident reports fell in quarter 4 but overall the numbers were slightly above those in the previous two years.

A more normal level of demand for nuisance work established itself in quarter 4, following a relatively quiet period after the peak of the summer, which happens every year. The team investigated 2,152 nuisance complaints in 2017/18 covering light, noise, odour and smoke. 1,570 of these related to noise nuisance which places the greatest demand on the service. Amongst these nuisance investigations were a number of

challenging service requests requiring complex investigations.

Members often receive requests for assistance from constituents where their neighbours or nearby businesses are causing them a nuisance. In response to a request from the Members, the team produced a special edition of the Members' Eye Bulletin last year aimed at helping members to understand the legal basis for their respective local authority's activities in relation to statutory nuisance and explaining where we have to draw the line in relation to our investigative activities. This can be re-circulated to new Board members if required.

Work to support planning officers across Worcestershire has kept the Technical Services team busy throughout the year with a further significant increase in demand in quarter 4. We can only assume that this reflects the level of development across the county.

Christmas and bank holidays were busy periods for the Dog Wardens collecting dogs and the Duty Officers reuniting owners with the seized dogs. Thankfully most were successfully returned to their owners.

The Primary Authority negotiations with CEMEX and Wienerberger concluded with both signing contracts with WRS for the provision of assured advice. The winter period saw initial drafts of inspection plans being drawn up which are designed to assist the business by providing Local Authority inspectors with a template for how the inspection should be conducted, reducing unnecessary burdens and providing a consistent and fair trading environment.

As with last year, air quality work has had a high profile nationally and this has been reflected in the work to improve air quality. The Task & Finish Group looking into measures to tackle breaches of nitrogen dioxide in Worcester concluded and reported back to Committee in January 2019 with a number of measures tasked to different Council departments to progress.

In Bromsgrove, WRS provided support and evidence with a successful bid to OLEV for £300,000 on an ultra low emission taxi infrastructure scheme.

The licensing statistics show that applications under the Licensing Act and Hackney Carriage and Private Hire taxi legislation have remained fairly consistent across all four quarters during 2018/19 and in line with previous years. Complaints and enquiries followed similar trends to the previous year.

Performance

Full details of the end of year performance are included in the Annual Report. For completeness, they are also included with this activity data. Members are reminded that indicators reported either quarterly or six monthly are cumulative across the year so the out-turn figure is a cumulative one.

Customer satisfaction figures at the end of Q4 are 63% which is down on the overall satisfaction for the previous two years. Managers have been

looking into the reasons for this reduction. It is possible that the increased use of self-help for nuisance complaints has removed a number that the service would have resolved in a positive way. Looking through the satisfaction questionnaires returns, whilst the main issues continue to be around paying for dogs to be returned and the service not being able to resolve nuisance issues, there have also been a number of concerns raised regarding keeping people informed of progress and informing them of final outcomes. Managers in Community Environmental Health have been re-enforcing the need for officers to do both of these things. This appears to have resulted in an improvement towards the end of the year so we will continue to push this with staff.

Having said this, as a law enforcement service, WRS is one that will not be able to make all of its customers happy.

Only 59% of customers feel better equipped to deal with problems after speaking with us which is again down on last year and is likely to be linked to the lower overall satisfaction level.

Business satisfaction ended at 97.2%, again on a par with previous years.

Staff satisfaction measurement has returned to its previous formula, using the questionnaires previously utilised so this should be comparable with previous years. There is some improvement with two-thirds of staff participating and a score of 88% satisfaction. A number of areas for work including communication and support through periods of change have been highlighted and managers will look to address there where they can.

The cumulative number of sick days per staff member is 4.12 days per FTE which is a third of last year's figure of 12.45. Members may recall that officers spent a great deal of time understanding the sources of sickness and made extra efforts to use the host authority's HR processes to respond to poor attendance where this was not the result of understandable medical issues. The Management Team is very pleased with what is for the service a return to more normal levels of sickness.

The proportion of licensed businesses subject to allegations of not upholding the 4 licensing objectives is similar to last year with some variations by individual district. Looking back, it is now clear that the low numbers in 2016/17 were a blip and that current levels are more the norm.

Given that, overall, nuisance complaints were slightly lower last year than in previous years one would expect the rate of noise complaint per 1000 head of population to be lower than previous years, which it is. Last year was probably at the low end of normal, looking back at previous years' figures and still indicates that the general environment of Worcestershire is good.

In respect of income generation, total income was £401,848 which expressed as a % of district base revenue budget (18/19) is at a very healthy 13.3%. The cost of the service per head of population for last year was £5.08. Unfortunately, because WRS does not discharge all of the functions of other local Environmental Health services it can be quite difficult to compare this with similar local authorities.

In summary, with the exception of non-business customer satisfaction,

performance overall has been maintained and is broadly comparable with previous years.

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	61	61	63
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	92.4	95.5	96.1	97.2
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	Bromsgrove 97.2 Malvern Hills 97.2 Redditch 96.0 Worcester City 98.0 Wychavon 97.4 Wyre Forest 97.8 Worcestershire 97.3
4. % of food businesses scoring 0, 1 or 2 at 1st April each year	Annually	NA	Bromsgrove 2 Malvern Hills 2.9 Redditch 3.2 Worcester City 1.8 Wychavon 2.2 Wyre Forest 1.9 Worcestershire 2.3	NA	Bromsgrove 2.8 Malvern Hills 2.8 Redditch 4.0 Worcester City 2.0 Wychavon 2.6 Wyre Forest 2.2 Worcestershire 2.7
5. % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly cumulative at year end	NA	91.2	NA	91.4
6. % of vehicles found to be defective whilst in service Number of vehicles found to be defective by district and the percentage	6-monthly	NA	Bromsgrove 1 Malvern Hills 0 Redditch 12 Worcester City 2 Wyre Forest 2 Wychavon 0 17/1429 vehicles county-wide =1.2% of fleet	NA	Bromsgrove 4 Malvern Hills 1 Redditch 25 Worcester City 10 Wyre Forest 4 Wychavon 0 44/1578 vehicles county-wide = 2.8% of fleet

	this represents of the fleet county-wide					
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	59	59
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	6/20	15/62	23/89	27/ 128
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	11.83 days/ FTE	2.77 days/ FTE	3.26 days per FTE	4.12 days/ FTE
10	% of staff who enjoy working for WRS	Annually	NA	NA	NA	88%
11	% of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	NA	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	Bromsgrove 8.7 Malvern Hills 4.8 Redditch 7.1 Worcester City 8.1 Wychavon 4.0 Wyre Forest 7.0 Worcestershire 6.4
12	Rate of noise complaint per 1000 head of population	6-monthly	NA	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	Bromsgrove 2.7 Malvern Hills 2.2 Redditch 3.2 Worcester City 3.2 Wychavon 2.1 Wyre Forest 2.6 Worcestershire 2.7
13	Total income expressed	6-monthly	NA	140,817/3,025,000 x100 = 4.7%	NA	£401,848/ 3.025,000 x 100 = 13.3%

	as a % of district base revenue budget (16/17)					
14	Cost of regulatory services per head of population (Calculation will offset income against revenue budget)	Annually	NA	NA	NA	£5.08 per head of population (2,961,000/583,100)
