



Worcestershire  
**Regulatory Services**  
*Supporting and protecting you*

# Activity Report 2018/19



# Contents

## Headlines

## WRS Summary

Air Quality  
Contaminated Land  
Dog Control  
Environmental Permitting  
Food Safety  
Health and Safety  
Information Requests  
Licensing  
Planning  
Pollution  
Public Health

## Partner Authority

## Summaries

Bromsgrove District Council  
Malvern Hills District Council  
Redditch Borough Council  
Worcester City Council  
Wychavon District Council  
Wyre Forest District Council

## Contract Authority

## Summaries

# Foreword

Welcome to the final 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 second half of the year. 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, as you'll see they were able to spread the inspection programme more evenly across Q3 and Q4..

This year has been by far the busiest year of the past three for planning work. A peak occurred 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 were further peaks in Q3 and another upswing of work in Q4, so that team have continued to be busy for most of the year. 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 One

### Licensing Update

The first quarter of 2018/19 has been a busy one for the Licensing Team. Preparations have begun for the introduction of the new “Animal Activity Licence” following the introduction of secondary legislation in relation to Animal Boarding (Catteries, Kennels, Home Boarding, Doggy Day Care), Dog Breeding, Pet shops, Riding Establishments and a new category of Performing Animals (previous County Council function). This new regime comes into force from the 1st of October 2018 with new delegations and fee requirements for each district.

Consultations have begun on the six Statements of Gambling Principles across the County, and officers have taken part in the National Licensing Week (18th – 22nd June) with compliance visits made to Gambling Premises across the County supported by Officers from the Gambling Commission. All work conducted and by promoting all that we do through “twitter and facebook”.

Officers have also conducted targeted taxi enforcement in two districts with more evenings arranged for the immediate future. CSE (Child Sex Exploitation) Awareness training has been delivered in four out of the six districts with sessions planned in July for Bromsgrove and Wychavon with Malvern Hills to follow. Licensing Officers participated in the Redditch MATES group (multi-agency) operation with the Police, HWFRS and HMRC in a multi agency effort to work together more effectively and lastly WRS hosted the Regional Institute of Licensing (IOL) AGM and Training day at Redditch on behalf of all partners.

### Worcestershire Food and Drink Association

In April, Officers held a promotion of the Worcestershire Food and Drink Association at the Three Counties Showground in Malvern. We now have 70 members with the dedicated WF&D website going live at the end of August.

### Flooding

Since the last report your Officers have assisted partners in responding to the flooding incidents in Wythall and Hollywood, participating in the tactical response and flood recovery groups and advising affected schools, businesses and residents.

## Health and Safety

In May a Caution was issued to a major national retailer in respect of an accident that happened to customers within their Redditch store. Full costs were paid by the company following what was a long and complex investigation. This Caution may be cited should the business be found guilty of any further offences.

In June, a HGV driver working for a Redditch company was handed a 12 month community order following the death of an elderly cyclist who was struck by an insecure crane. He pleaded guilty at Birmingham Crown Court to causing death by careless driving following the tragic collision in Shirley on March 24 in 2014. This followed an extensive and complex investigation by WRS and The Police. Previously, the Director the company had been jailed for 21 months and ordered to pay costs of £25,687. In addition the Company was fined £300,000 and ordered to pay costs of £25,687. The company did not hold any valid certificates of examinations for their vehicles and a number of them had serious faults. The director of Buildland Limited and the company itself pleaded guilty to failing to ensure the health and safety of persons not in its employment, and failing to make suitable and sufficient risk assessments.

## Food Safety

The 2018/19 Food Safety Inspection Programme has commenced and compliance across all Districts remains high. With promoting economic prosperity as one of our key drivers, coupled with this excellent level of compliance, it is proposed that we should shift some of our focus to rewarding and promoting our good businesses. We are therefore planning to introduce an innovative "Triple 5 Award" for food businesses that have scored three consecutive L5 (Level 5 is the highest attainable score in the FHRS) inspection scores. We believe that such an award would serve to encourage businesses to sustain the highest level of compliance whilst providing the public with increased confidence in food safety.

In June a complaint was received alleging poor hygiene conditions at premises in Redditch. An inspection revealed that the cellar, which was being used as a food store, was littered with a significant number of mouse droppings. Droppings were also found on the shelving, in cups and on food equipment. Chewed food packaging and plastic were also evident and a problem with the sewage pumping system for the building had caused foul sewage backwash leading into the corridor and the food store room. A Hygiene Emergency Prohibition Notice was served due to an imminent risk of injury to health which was subsequently endorsed by the Magistrates Court which issued a Hygiene Emergency Prohibition Order. This Order was lifted 15 June 2018 following a visit by your Officers confirming that the imminent risk of injury to health had been removed.

## 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.

## 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 1<sup>st</sup> 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.





## Headlines - Quarter Four

### Dog Warden Update

The Dog Warden Service has recently issued a series of press releases throughout the County warning dog owners to be alert about a Parvo Virus outbreak that has sadly seen at least 8 dogs pass away. Dog Owners were provided advice about how to avoid the infection and the importance of vaccinating against the virus. In the last quarter a total of 462 dogs were reported to WRS as strays, many of which spent time in kennels, of these 2 puppies had contracted the Parvo Virus and were sadly put to sleep for welfare reasons and 82 were not claimed by their owners and were subsequently rehomed by WRS through reputable charities.

The Dog Warden team delivered a series of training to WRS staff on how to recognise dog behaviours. The training was well received and gave useful information and advice on warning signs in dogs and how to avoid potentially dangerous incidents with dogs.

### £300,000 fine for DIY giant B&Q

DIY giant B&Q has been fined £300,000 after a customer suffered a head injury after being struck by a large metal banner pole while shopping at the company's Kidderminster store in July 2017. The metal banner pole weighing 2.6kg which was part of a seasonal promotional display fell 3.6 metres from racking while the customer was reaching for a product. An investigation into the incident by Worcestershire Regulatory Services discovered that poles had fallen out of the racking on previous occasions. The investigation revealed that B&Q had no system in place for monitoring the supporting brackets and pins and the banner poles were not routinely checked. The investigation further revealed that a retainer clip had not been installed in the aisle where the incident happened and had not been used to secure the bracket from which the pole fell in the accident.

At the hearing at Kidderminster Magistrates' Court on Tuesday 19 March 2019 B&Q Plc entered guilty pleas to two charges under the Health & Safety at Work Act 1974 for failing to ensure, so far as is reasonably practicable, the health and safety of employees and customers. The court heard the company had exposed customers to danger and failed to protect the health, safety and welfare of its employees through unsafe systems and failing to provide necessary information, instruction, training and supervision. District Judge Cadbury fined the company £300,000 and ordered them to pay full costs of nearly £8,000 and a victim surcharge of £170. B&Q Plc conceded that the display banner poles were intrinsically unsafe and has since removed them from all stores.

## *Members' Eye Special Bulletin, Statutory Nuisance*

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.

District Judge Cadbury fined the company £300,000 and ordered them to pay full costs of nearly £8,000 and a victim surcharge of £170.

## *Major National Retailer Cautioned*

A major high street retailer has been formally cautioned (Simple Caution) for failing to ensure the safety of its customers following an accident where a display unit collapsed injuring members of the public. The company had allowed untrained staff to dismantle and reconstruct the display units.

## *Serious Crime*

WRS has forged close links with partner organisations through the North and South Worcestershire Serious Organised Crime Joint Action Groups and the various Multi Agency Targeted Enforcement Strategy Groups which are committed to sharing intelligence and carrying out joint operations to both tackle and disrupt serious crime in Worcestershire. WRS have contributed to several such operations targeted at Food Businesses, Car Washes, Licensed Premises and Nail Bars with colleagues from West Mercia Police, Fire and Rescue Service, Immigration, Border Force, HMRC, Local Authority Housing and the Gangmasters and Labour Abuse Authority. This work will continue in the forthcoming financial year.

## *Licensing Update*

This fourth quarter has 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 50 cases during January, February and March 2019 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. This included 39 taxi cases, 5 Street Trading, 7 Premises/Personal (Licensing Act) and 2 cases regarding a Sexual Entertainment Venue (same premise

The implementation of the Animal Activity Licence which came into force from the 1st of October 2018 is now embedded into our routine work with over 197 applications now received and a 100 of those are now appropriately licensed. Those applications received but not yet issued are under offer, basically they have been visited, risk rated and an offer to licence has gone out to the applicant; we are therefore waiting for the applicant to agree the contents of their inspection report, the star rating and then to pay for their licences prior to issue.

As part of our continued development two of our newest Technical Licensing Officers have recently been awarded the Professional Licensing Practitioners Qualification (PLPQ), this training covered subject areas of The Licensing Act 2003 (alcohol and licensable activities), The Gambling Act 2005 (betting premises, small lotteries and various permits for gaming machines), Taxis (Hackney Carriage and Private Hire Licensing), Sex Establishments, Street Trading and Scrap Metal Dealers. Looking forward both these Officers are looking forward to their next set of training, which is arranged for the beginning of July. The course starts at the beginning of July and is provided by the Borough of London and the Pet Industry Federation – the course encompasses a whole week of training/working with animals and includes five 2000 word essays and a 100 multiple choice questions on animal welfare to gain the qualification.

Technical Licensing Officers continue to work 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 Officers carrying out multi agency visits. Those visits conducted were high profile multi agency visits in a number of districts and culminated in a number of arrests being made by West Mercia Police and Immigration and Enforcement Officers; these visits also led to the identification of minor licence infringements and potential fire hazards which are being monitored to ensure compliance is achieved.

## Air Quality & Contaminated Land

Bromsgrove were successful in their grant bid for funding to assist with the installation of EV charging facilities for the taxi trade in January and received £300,000 from the Ultra Low Emission Taxi Infrastructure Scheme ran by the OLEV. WRS assisted Bromsgrove's sustainability team with the supporting information required on air quality for the bid and we are very pleased that the application was successful. WRS hope that this exciting development will be the beginning of other initiatives which will further promote ULEV's and supplement the investment in EV charging infrastructure.

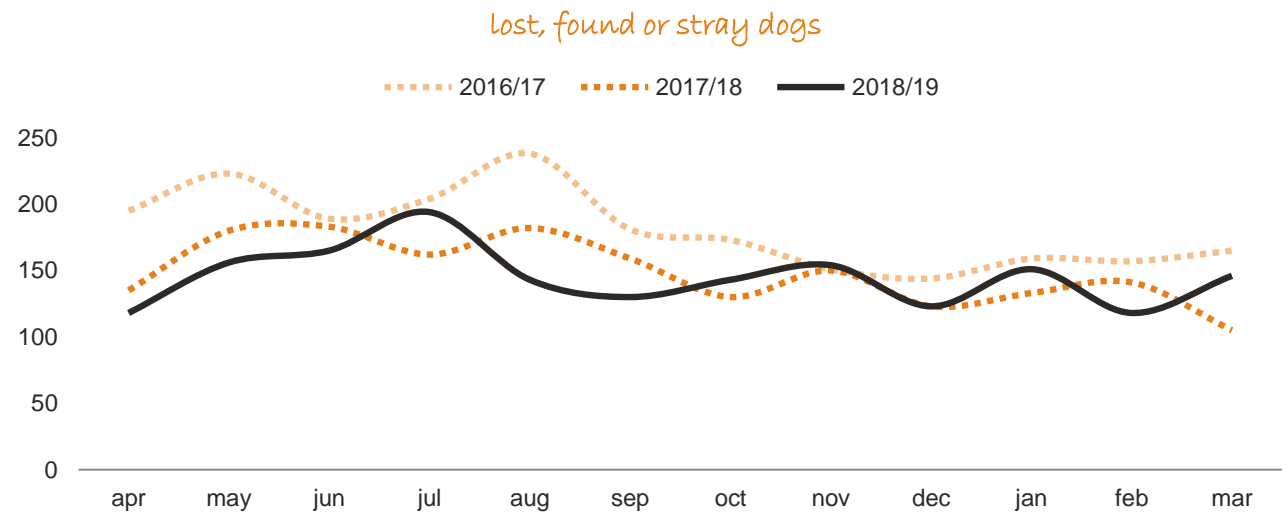
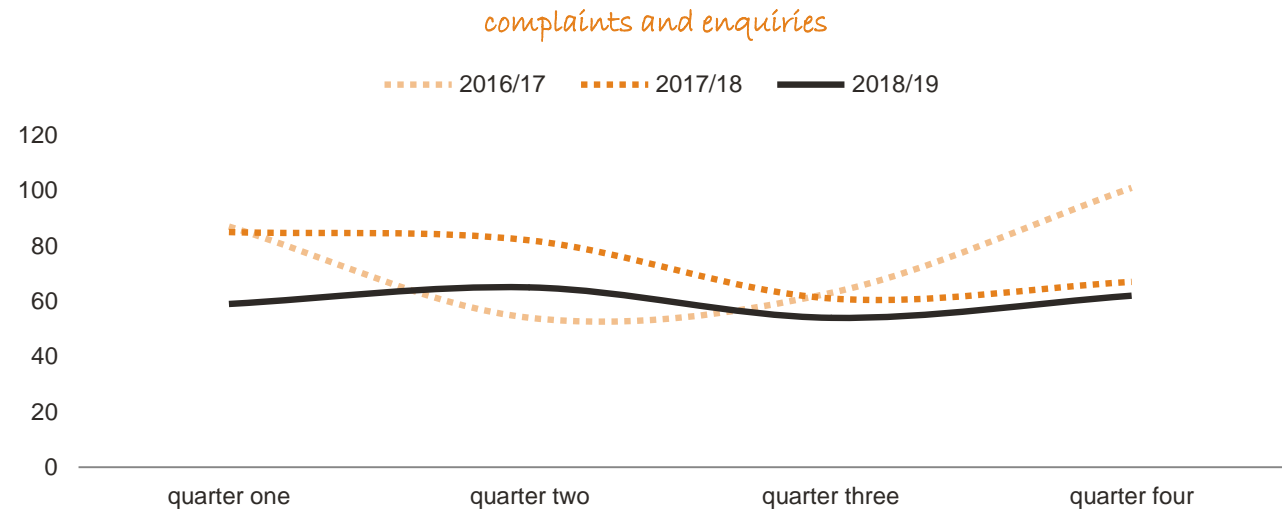
WRS officers have been facilitating discussions with Wychavon following the declaration of Wychbold as an air quality management area in 2018. Officers have agreed to form a joint officers group with Bromsgrove District Council to explore air quality action planning options with regard to the problems created by traffic on the A38.

Worcester City approved their low emission strategy for the city in January. WRS await the completion of the proposed city wide AQMA declaration. It is anticipated that this should be completed prior to 2019-20 ASR reporting round commences in Q1.

WRS have been investigating ground contamination incidents in Shenstone and Bromsgrove during February and March. Both cases are in early stages of investigation and full reports of the outcomes will follow 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.



## Environmental Permitting

WRS are pleased to report that 100% of permitted industrial processes were inspected last year and compliance remained high.

Following the implementation of a new procedure for subsistence fee collection all finance departments are now provided with process billing information in the first week of March. It is anticipated that this will further reduce errors in billing and that debt recovery is facilitated effectively to minimise loss of council revenue.

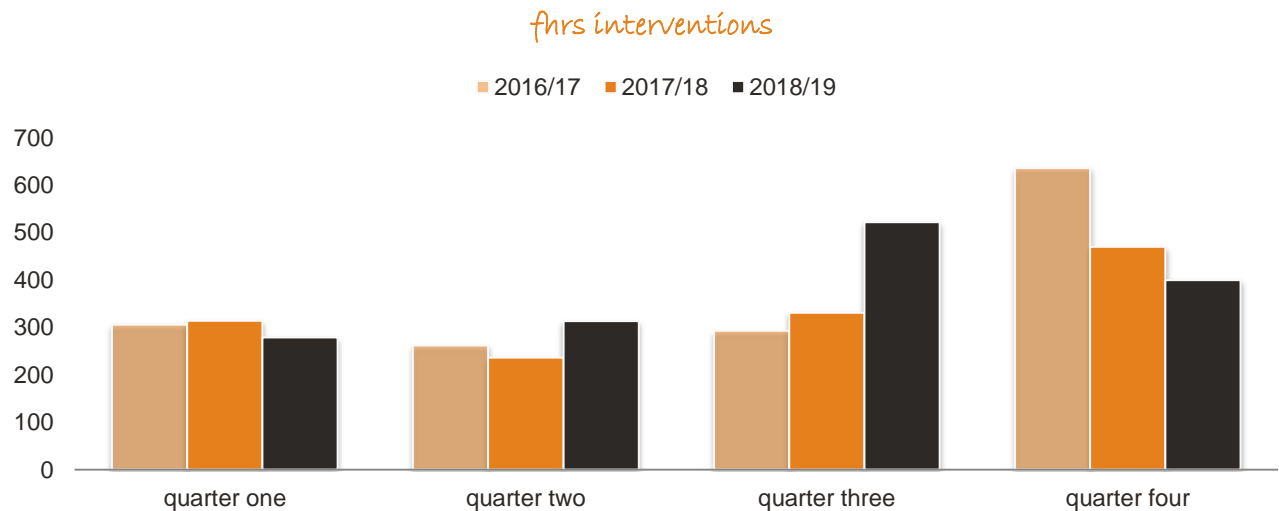
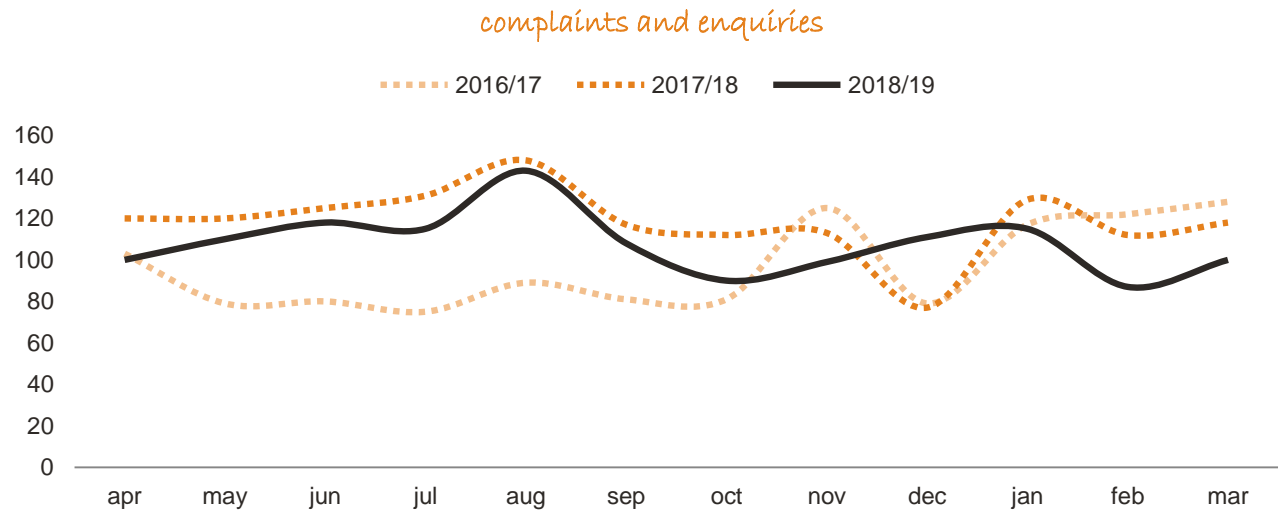
CEMEX and Wienerberger Primary Authority work was completed for the last quarter to the satisfaction of both companies. National Inspection Plans have been developed for CEMEX and a memorandum of understanding has been agreed with Shared Regulatory Services in Wales (<https://www.srs.wales/en/Home.aspx>) to extend the PA relationship with CEMEX into the principality.

# 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: This year, a total of 1,514 interventions were undertaken at food premises across the County. A high proportion of these were found to be broadly compliant, indicating the vast majority of food businesses are well run. At the year end, the proportion of businesses included in the FHRS found to be broadly compliant was 97.3%.*

*Compared to 2017/18, fewer food safety cases were recorded this year; however, the 1,296 cases recorded is a significant increase compared to 2016/17. From a food safety perspective, complaints about food products and enquiries from existing, or prospective, food business remain the most common reasons for customers to contact the service.*

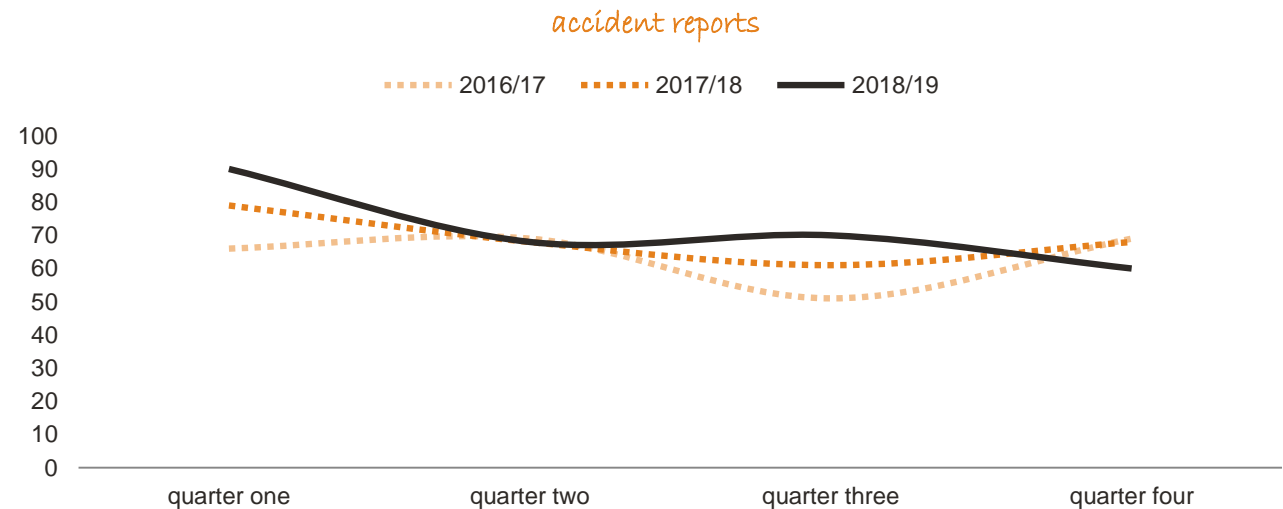
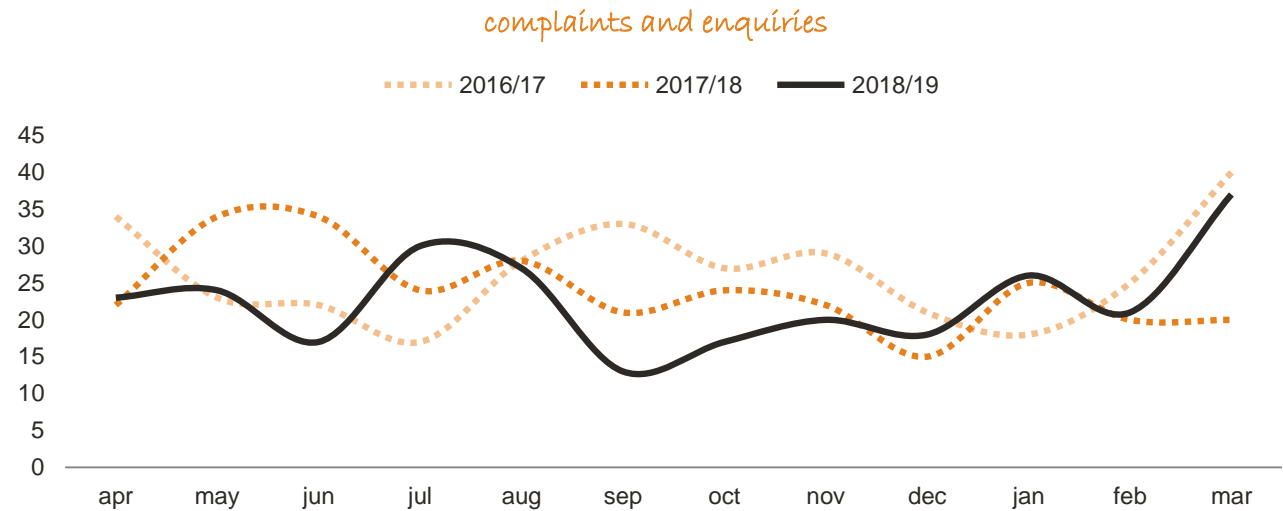


# Health and Safety

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: There was fluctuation in the number of health and safety complaints and enquiries received during quarter four, but overall demand was in line with previous years. Health and Safety activity continues to be intelligence led, based on accident reports and complaints notified to us, and is focused on enforcement activity. A successful prosecution was taken in respect of a large retailer in Wyre Forest and the team are investigating a potentially fatal accident at company in Bromsgrove district. A simple caution was also issued to a large national retail chain formerly operating in Redditch.*

*In parrell with complaints and enquiries, the number of accident reports notified this year was also in line with previous years.*



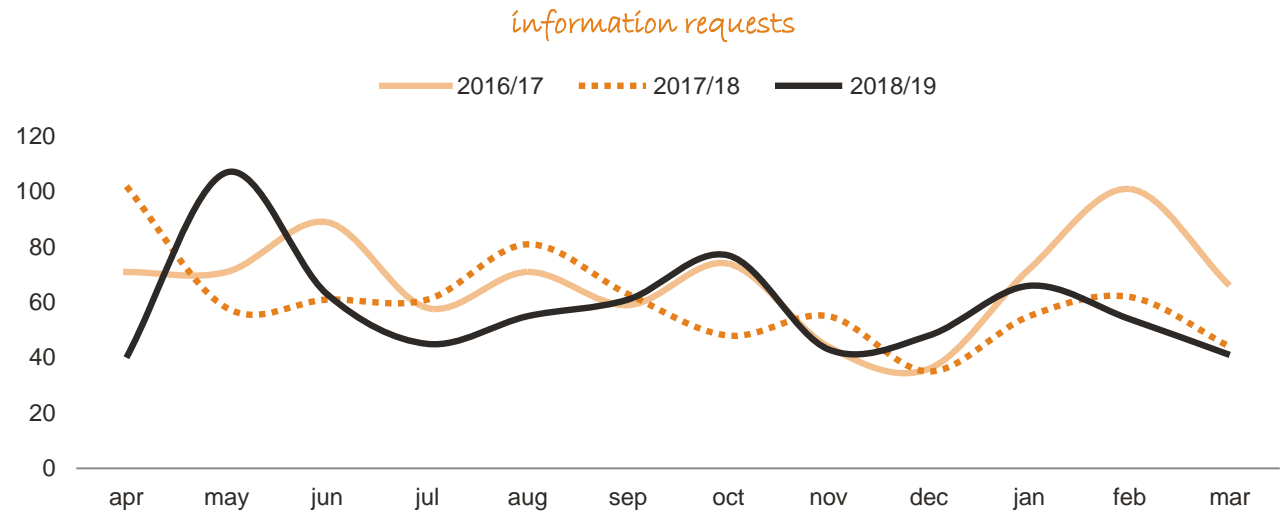


# Information Requests

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

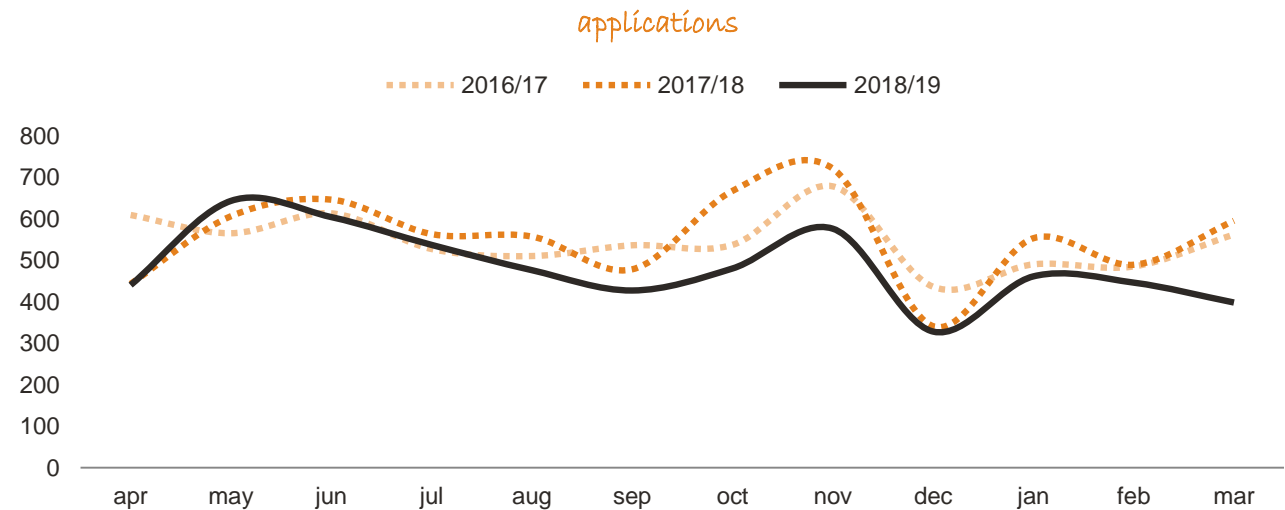
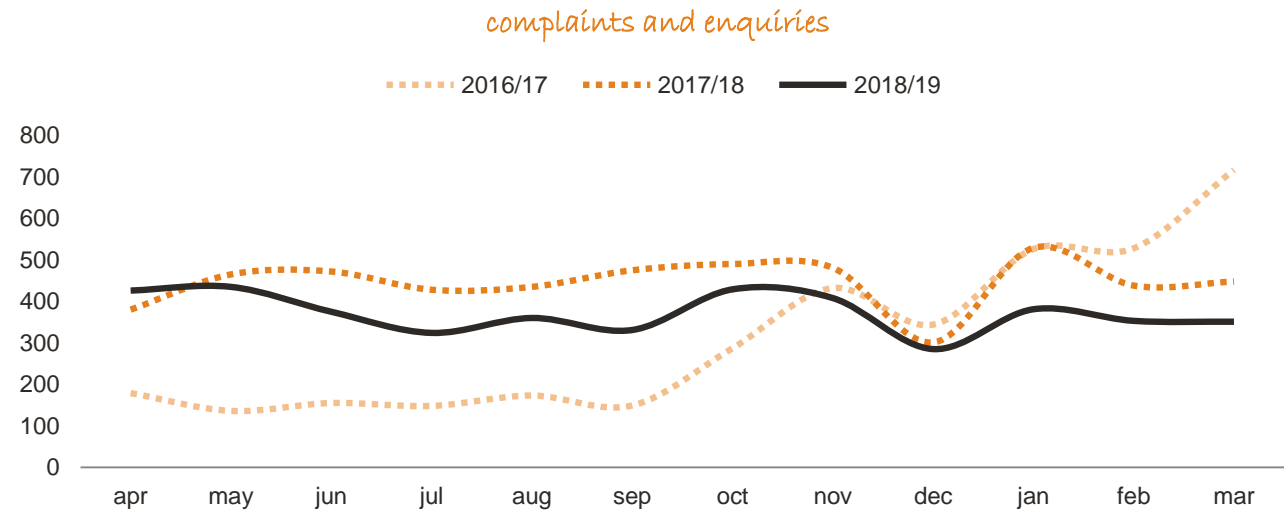


# Licensing

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

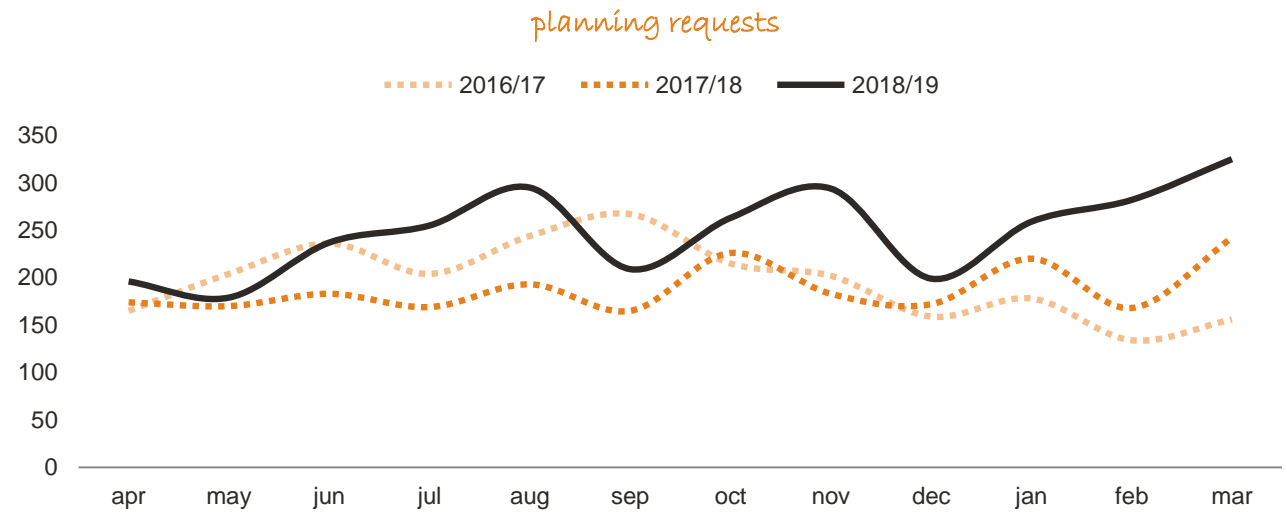


# Planning

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;

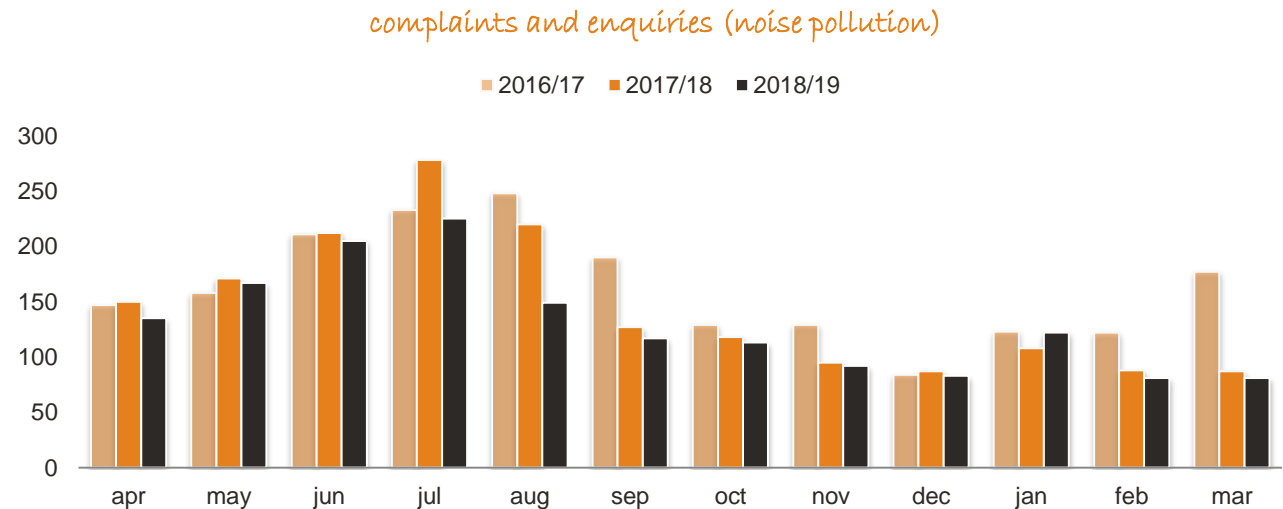
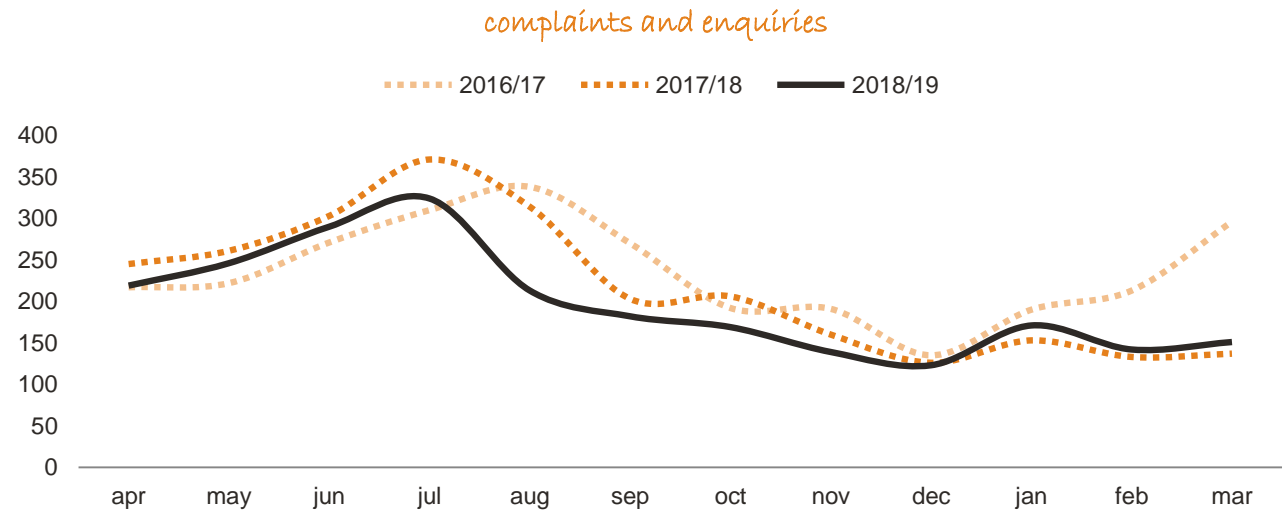
- Air Quality
- Contaminated Land
- Environmental Permitting
- Food
- Health and Safety
- Nuisance / Noise
- Private Water Supplies



# 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: A more 'normal' level of demand for nuisance work established itself in quarter four, following a relatively quiet period after the summer peak. This has been recognised as the annual pattern. The team investigated 2,369 nuisance complaints in 2018/19 covering light, noise, odour and smoke. Two thirds 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.*

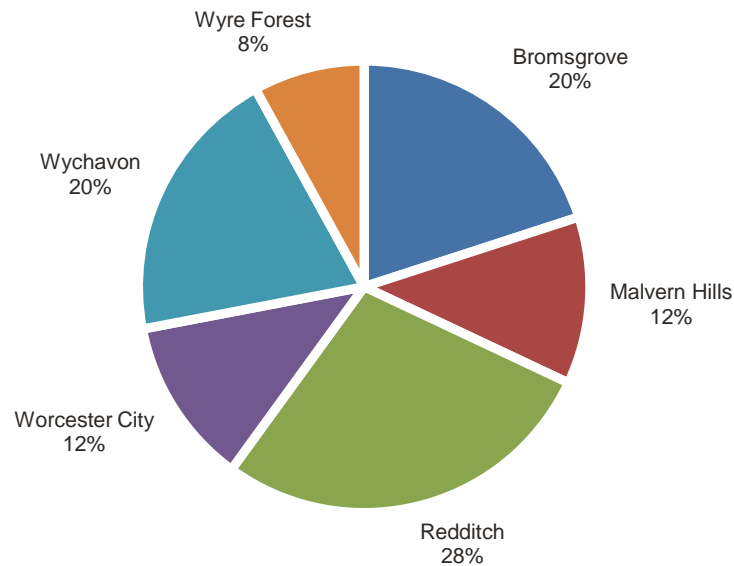


## Noise Pollution

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.

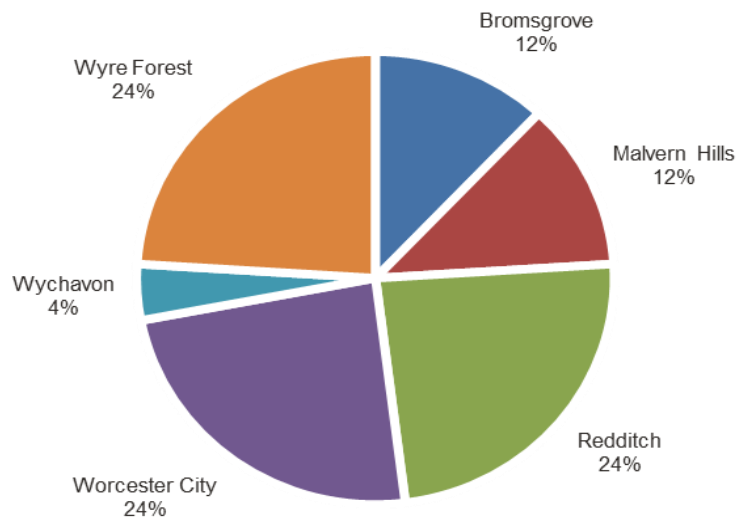
*Note: Data shown on this page represents the 'year to date' and will continue to increase each quarter until the end of year report is published.*

Ward	Total	Population	Rate
Sanders Park	36	3,456	10.42
Cathedral	63	11,160	5.65
Charford	20	3,638	5.50
Norton	16	3,175	5.04
Abbey	29	6,232	4.65
Warndon	27	5,928	4.55
Batchley And Brockhill	38	8,628	4.40
Morton	9	2,060	4.37
Wells	14	3,258	4.30
Upton Snodsbury	11	2,692	4.09
Central	27	6,659	4.05
Longdon	8	2,068	3.87
Headless Cross And Oakenshaw	31	8,539	3.63
Lickhill	9	2,535	3.55
Barnt Green And Hopwood	10	2,838	3.52
Bowbrook	10	2,907	3.44
Broadwaters	32	9,326	3.43
Matchborough	21	6,152	3.41
Lodge Park	19	5,630	3.37
Bengeworth	23	7,301	3.15
Droitwich Central	8	2,549	3.14
Bretforton And Offenham	9	2,883	3.12
Greenlands	29	9,298	3.12
Alvechurch Village	9	2,899	3.10
Gorse Hill	17	5,520	3.08



## 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.

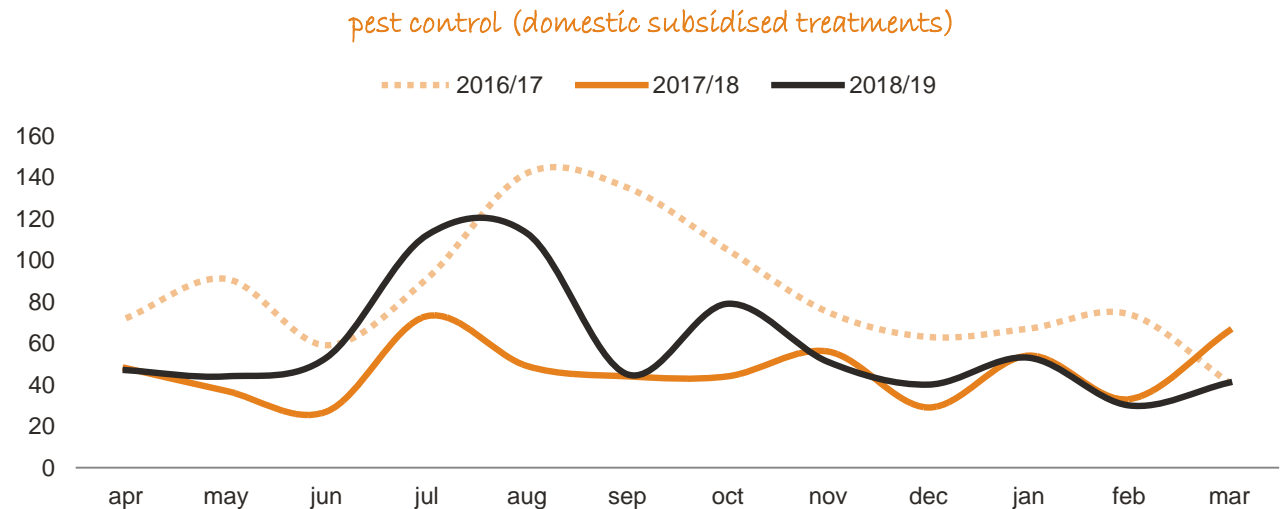
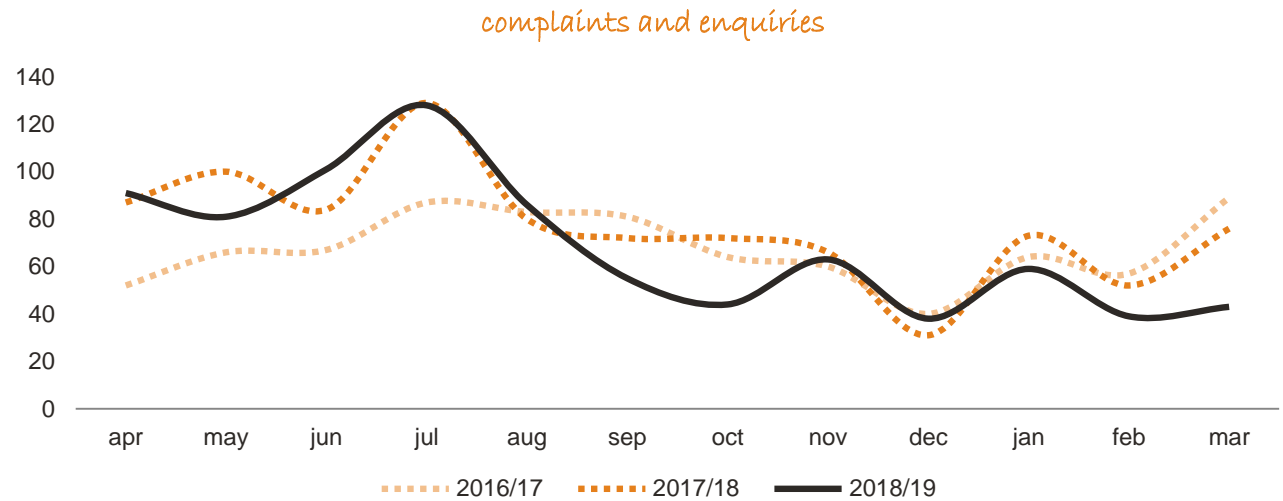


Ward	Total	Population	Rate
Abbey	33	6,197	5.33
Upton And Hanley	21	4,186	5.02
Greenlands	45	9,122	4.93
Rock Hill	14	2,938	4.77
Batchley And Brockhill	40	8,553	4.68
Sanders Park	16	3,463	4.62
Charford	17	3,707	4.59
Astwood Bank And Feckenham	27	6,042	4.47
Blakebrook And Habberley South	39	9,000	4.33
Bedwardine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

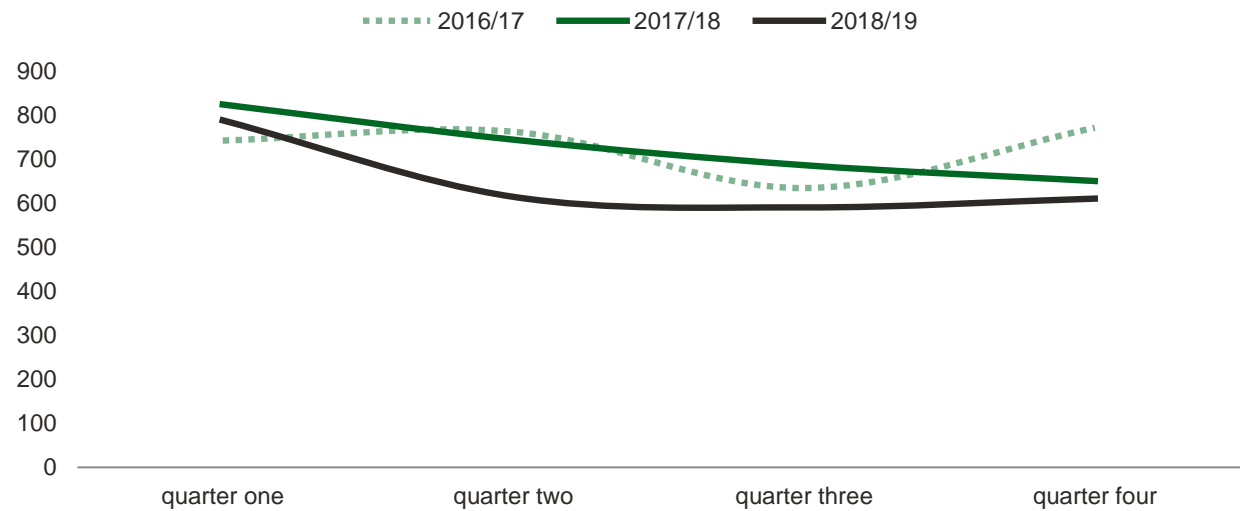
The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to public health. Types of cases recorded under this category include accumulations, public burials and pest control. The chart (bottom right) shows the number of subsidised pest control 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: Subsidised domestic pest control treatments have continued to remain below previous years (following restriction of eligibility criteria in two districts). The mild winter may also explain low levels of requests during the last quarter where rat call outs would traditionally be expected.*

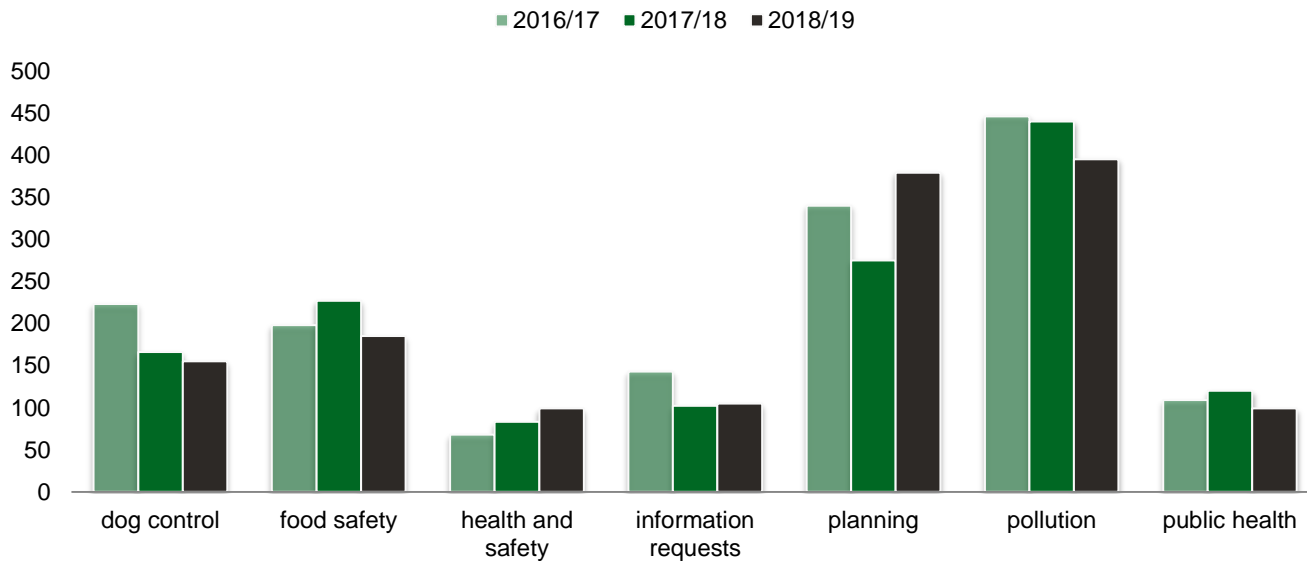


The data on this page relates to *Environmental Health* and *Licensing* complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of *Bromsgrove*.

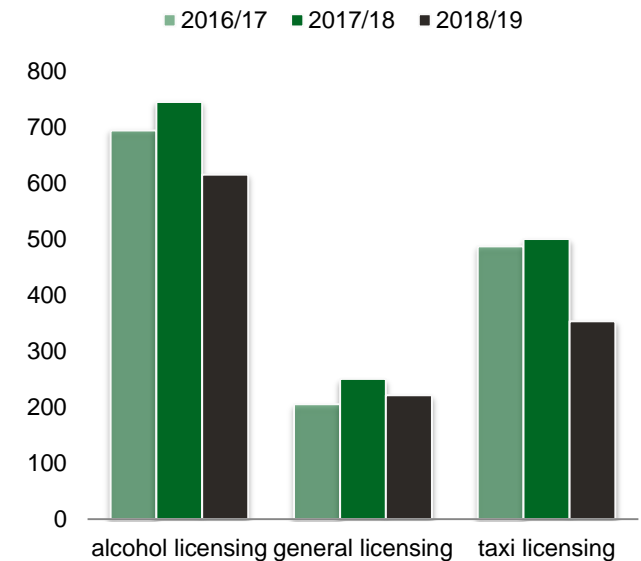
*Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.*



*Environmental Health*



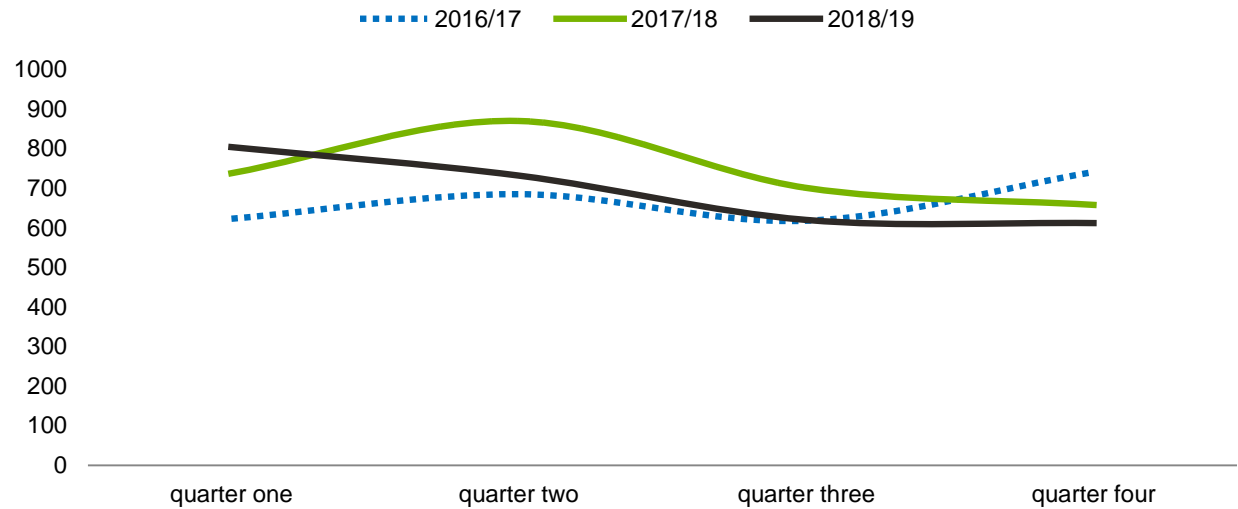
*Licensing*



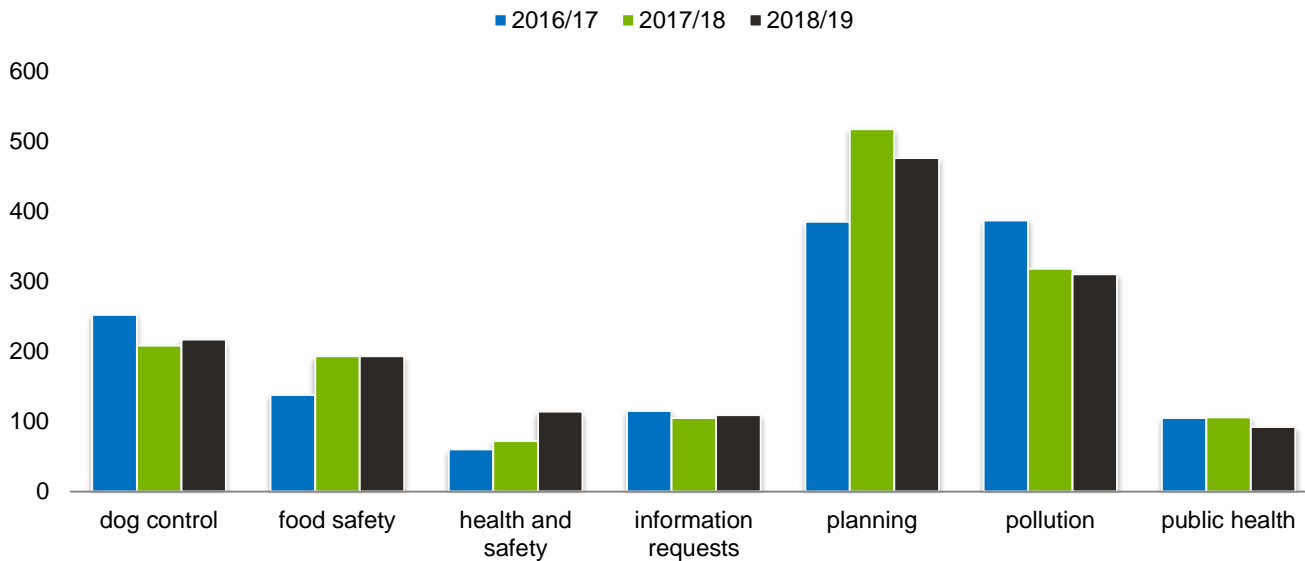


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Malvern Hills.

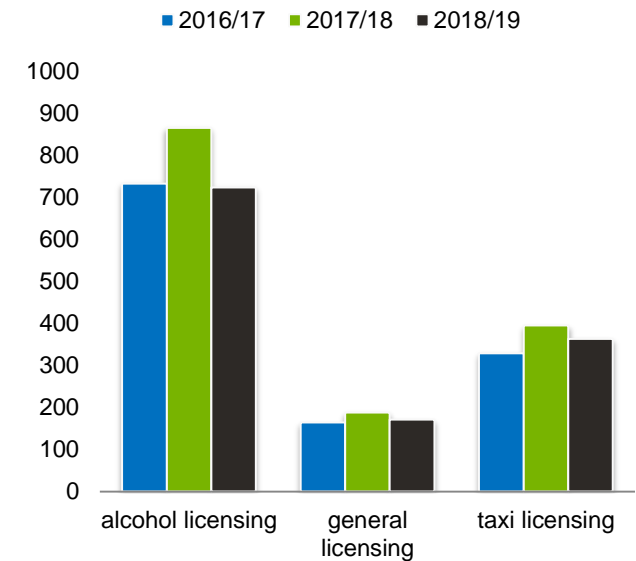
Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



Environmental Health

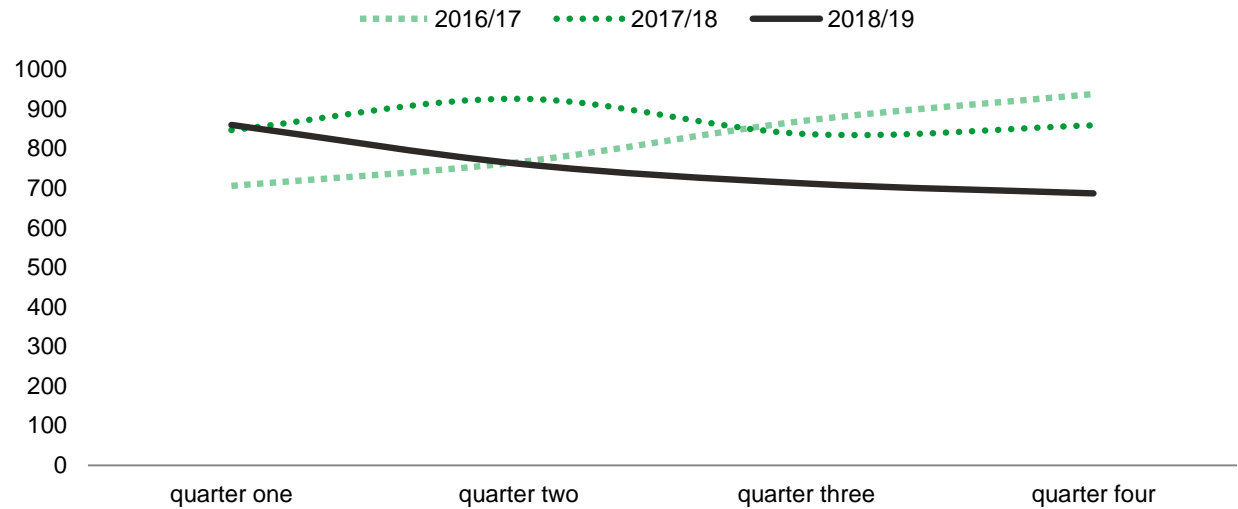


Licensing



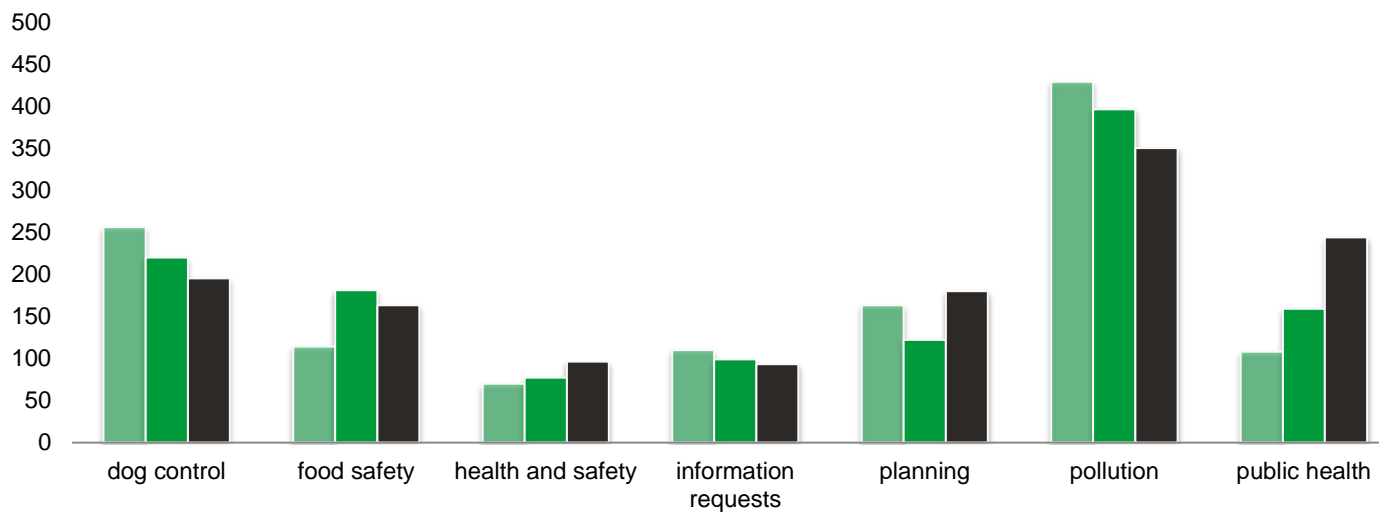
The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Redditch.

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.



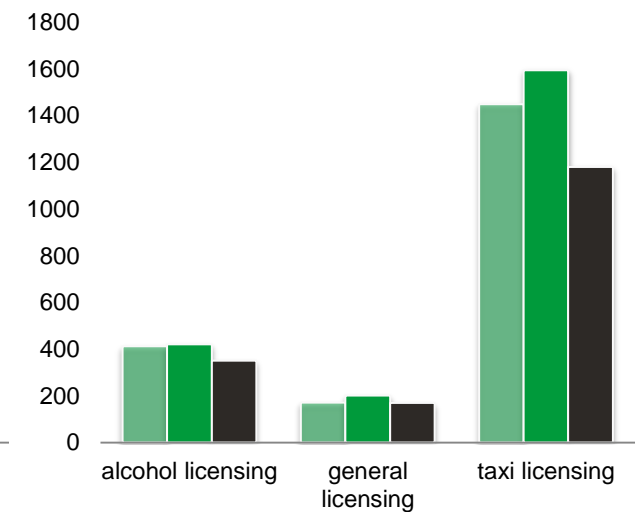
Environmental Health

2016/17 2017/18 2018/19



Licensing

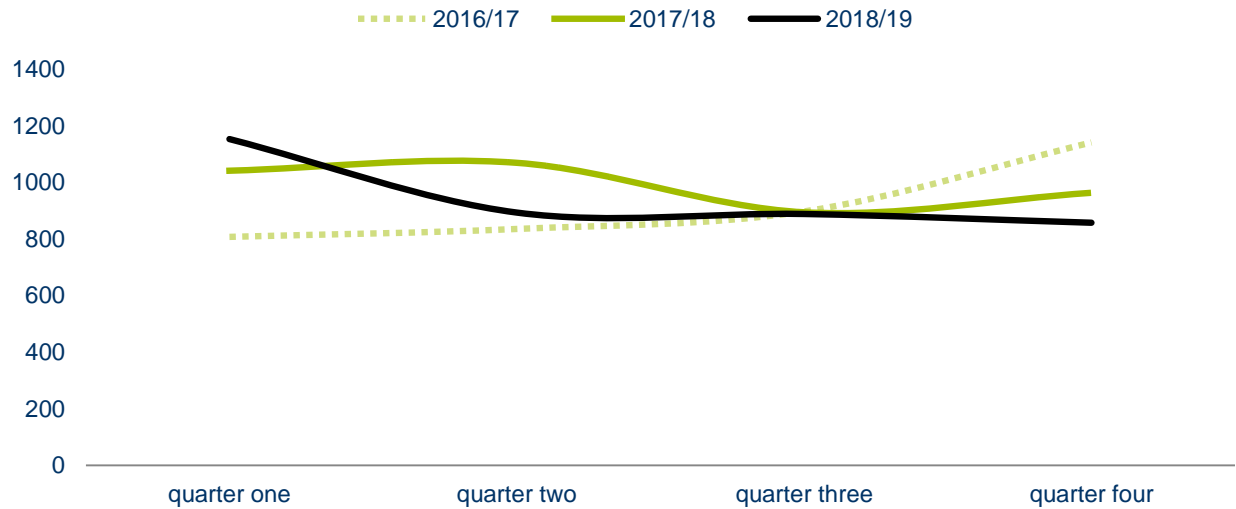
2016/17 2017/18 2018/19



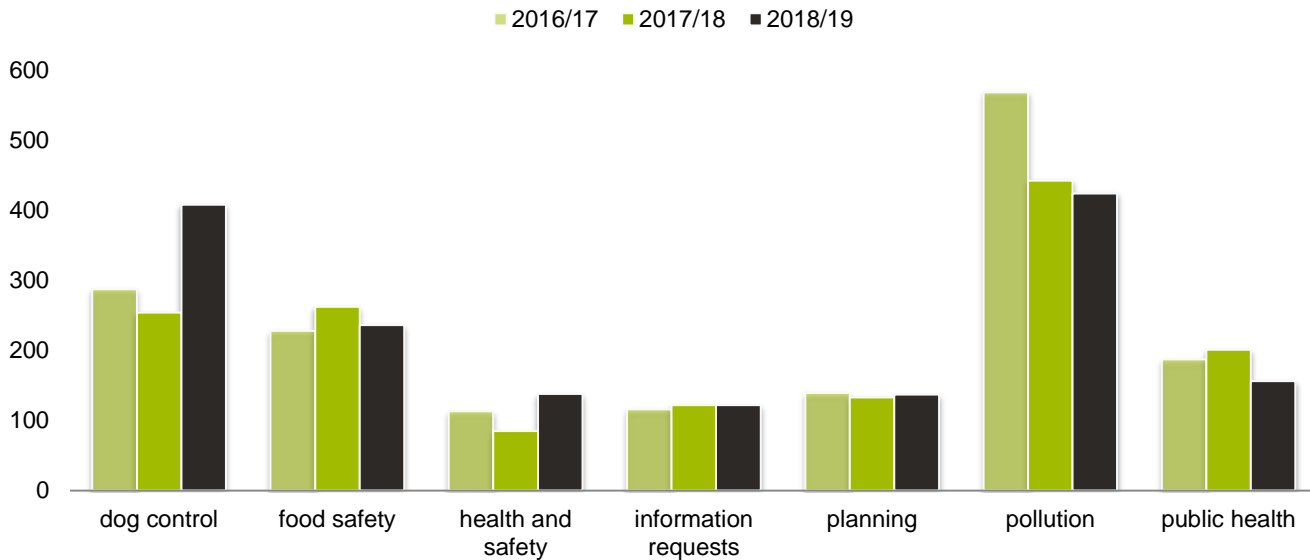


The data on this page relates to *Environmental Health* and *Licensing* complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of *Worcester City*.

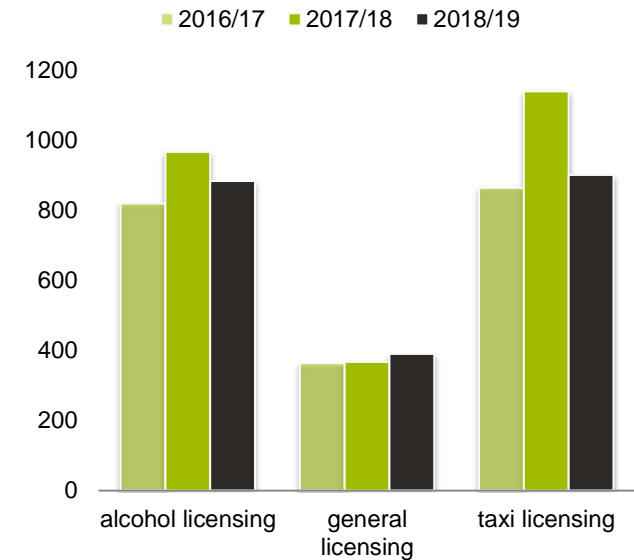
*Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.*



*Environmental Health*

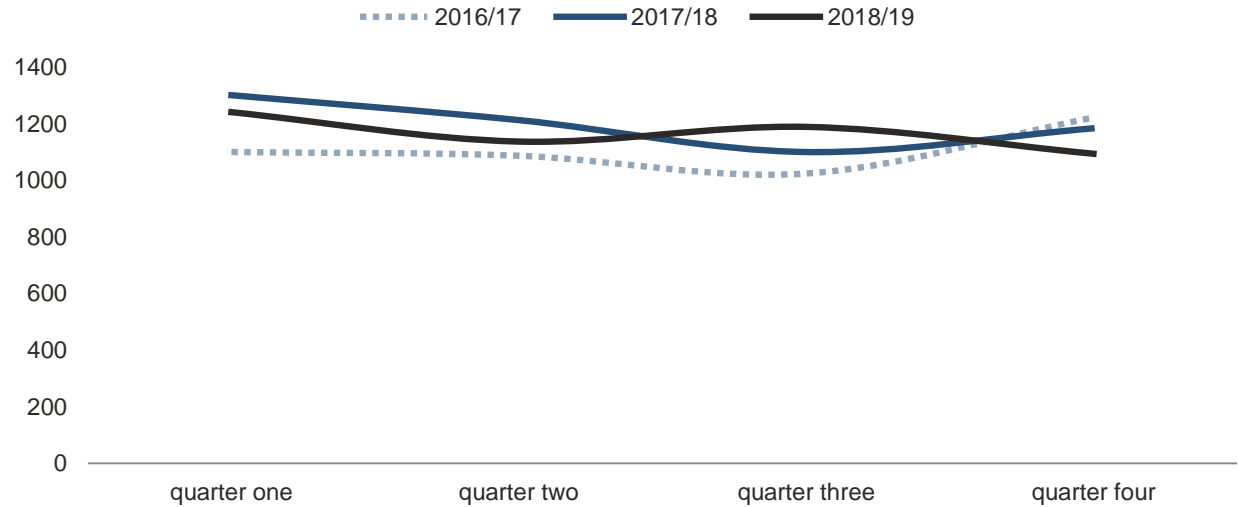


*Licensing*

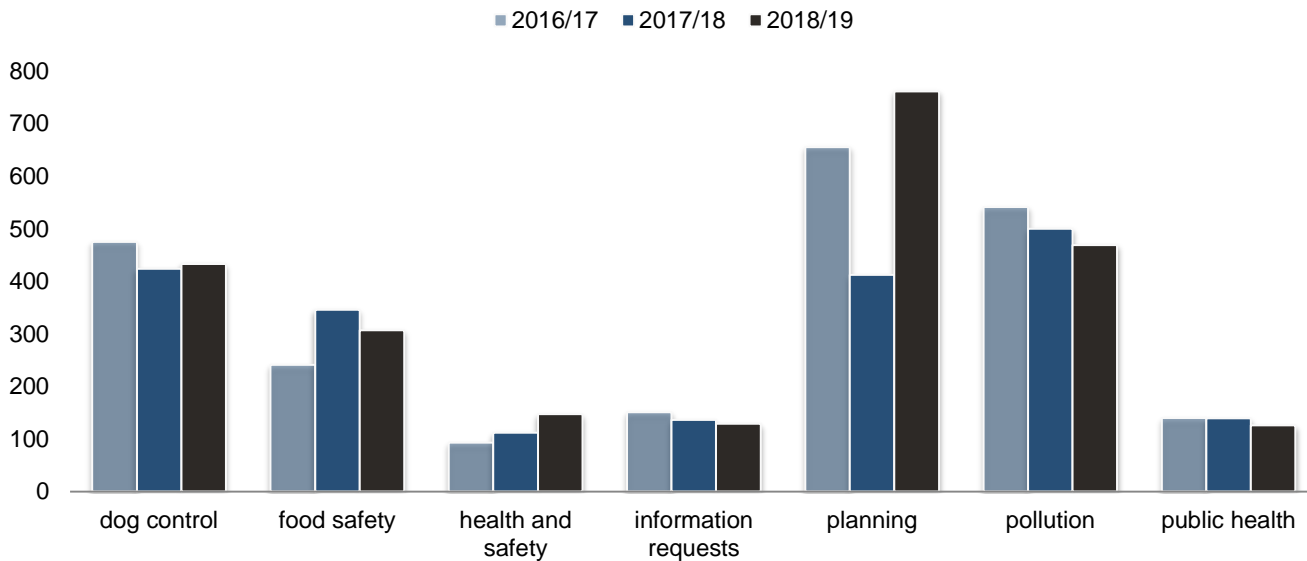


The data on this page relates to *Environmental Health* and *Licensing* complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of *Wychavon*.

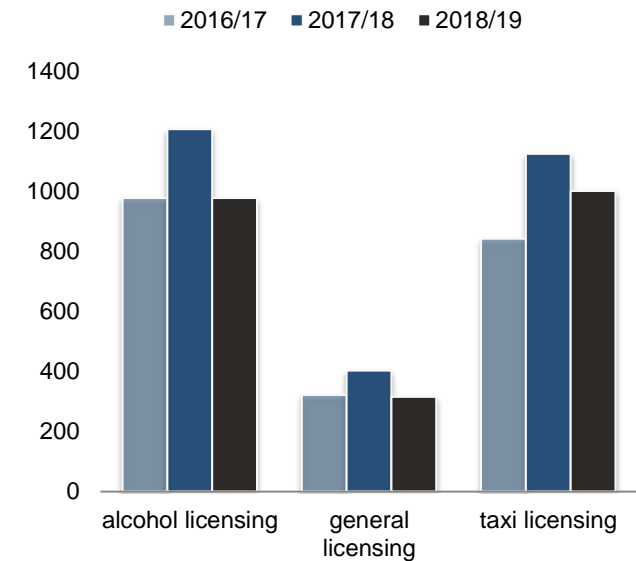
*Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.*



*Environmental Health*

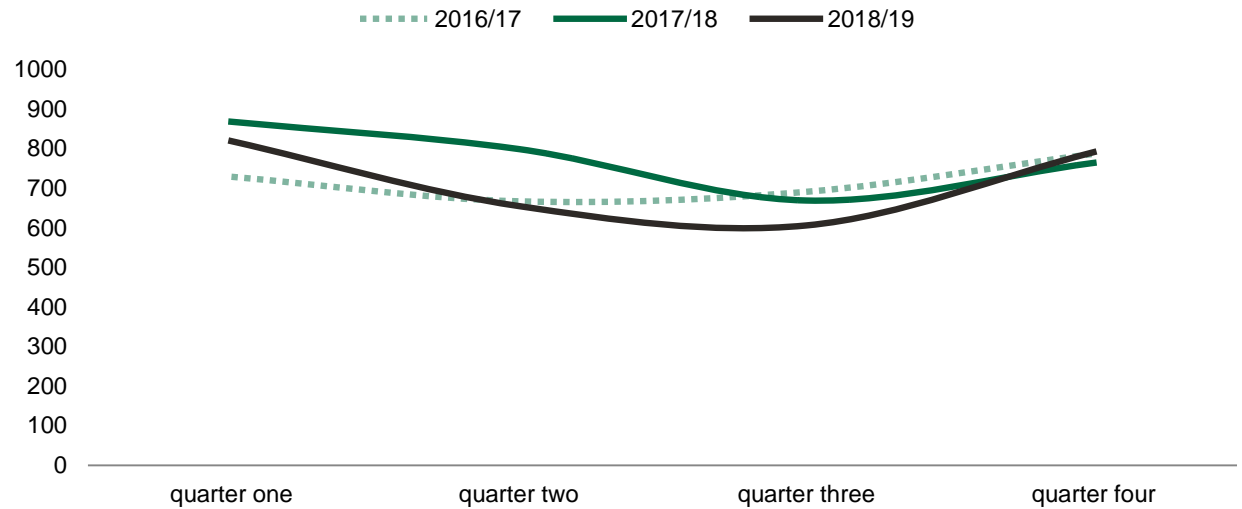


*Licensing*



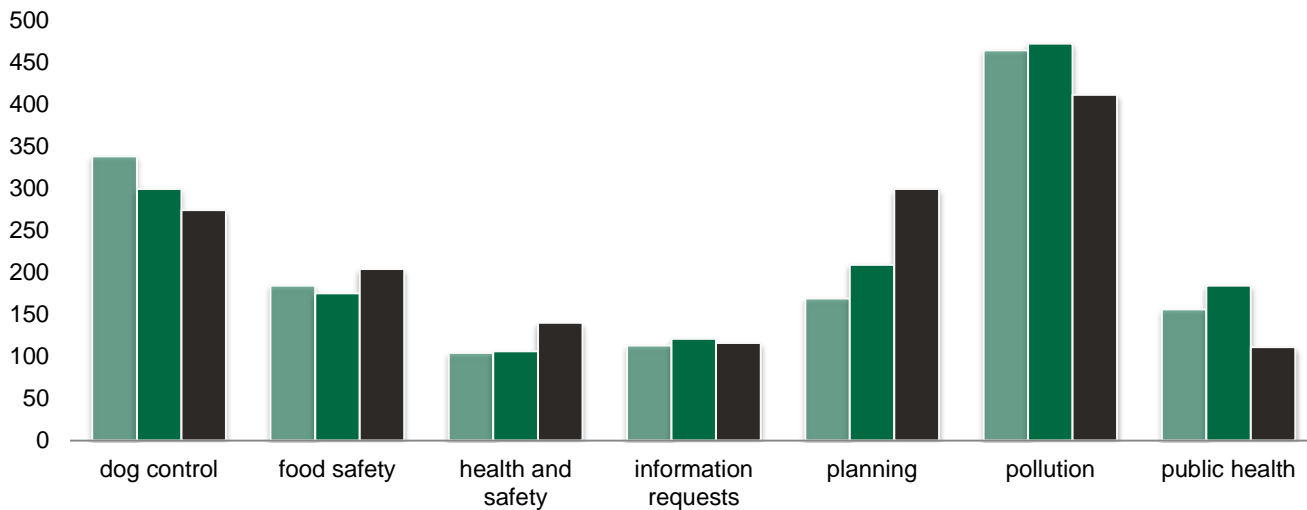
The data on this page relates to *Environmental Health* and *Licensing* complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of *Wyre Forest*.

*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.*



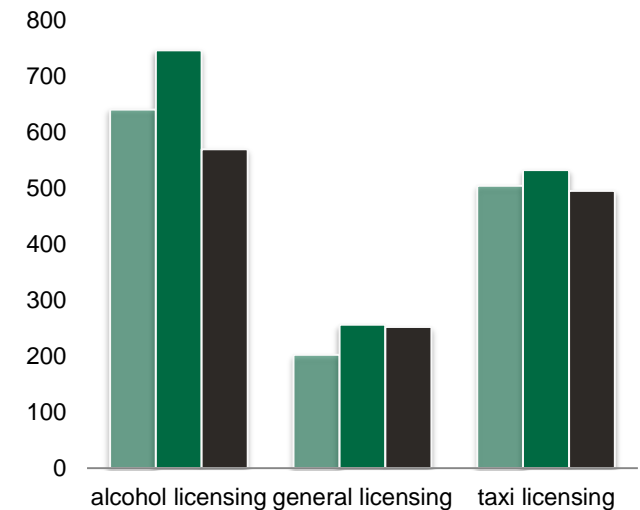
*Environmental Health*

■ 2016/17 ■ 2017/18 ■ 2018/19



*Licensing*

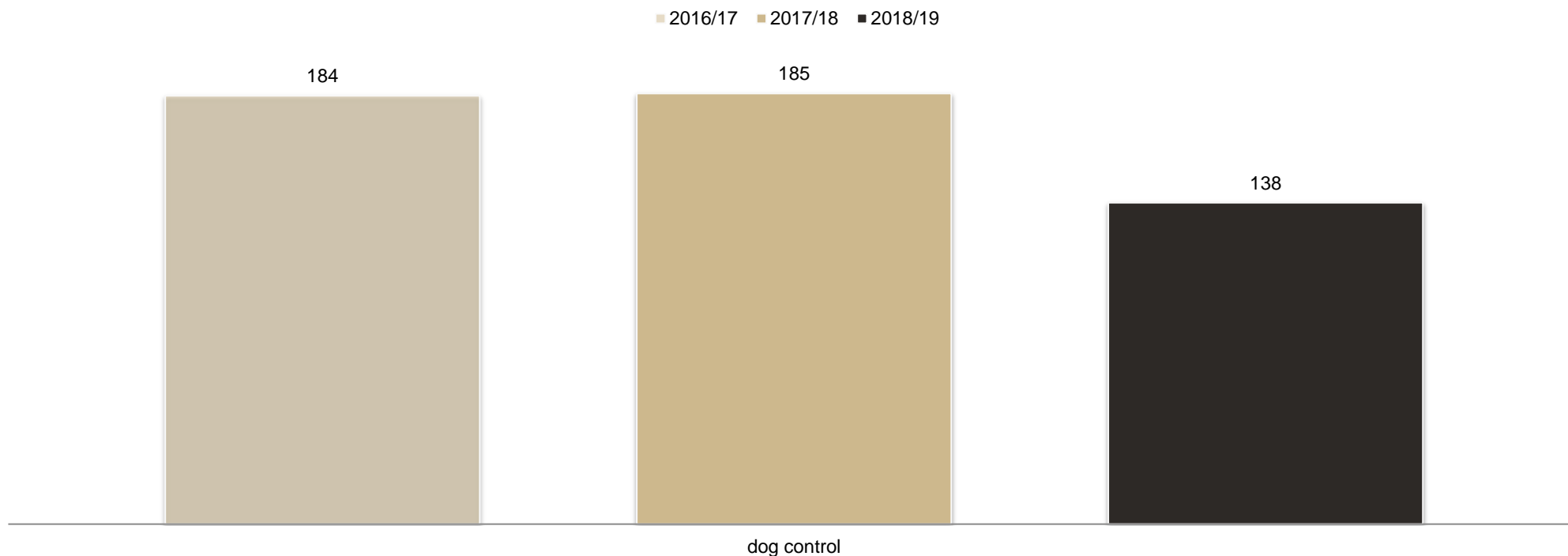
■ 2016/17 ■ 2017/18 ■ 2018/19



## 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 has fallen this year as expected with the overall trend in falling stray dog numbers reported to the District Council Dog Warden.

*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.*

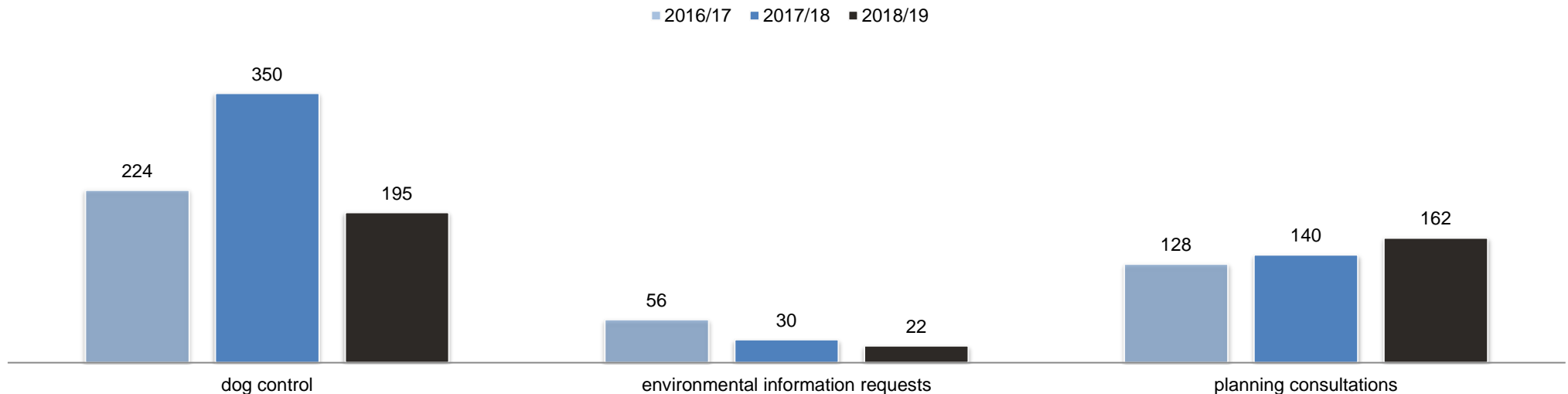


# Gloucester City Council

The dog control work WRS undertakes 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 this year which demonstrates that change in approach to charging all owners claiming dogs reduces the number of dogs that are permitted to repeatedly stray.

The number of Environmental Information Requests received, have continued to fall for the second year running. As with most Worcestershire Districts, the planning consultations are up on last year – note they 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.*

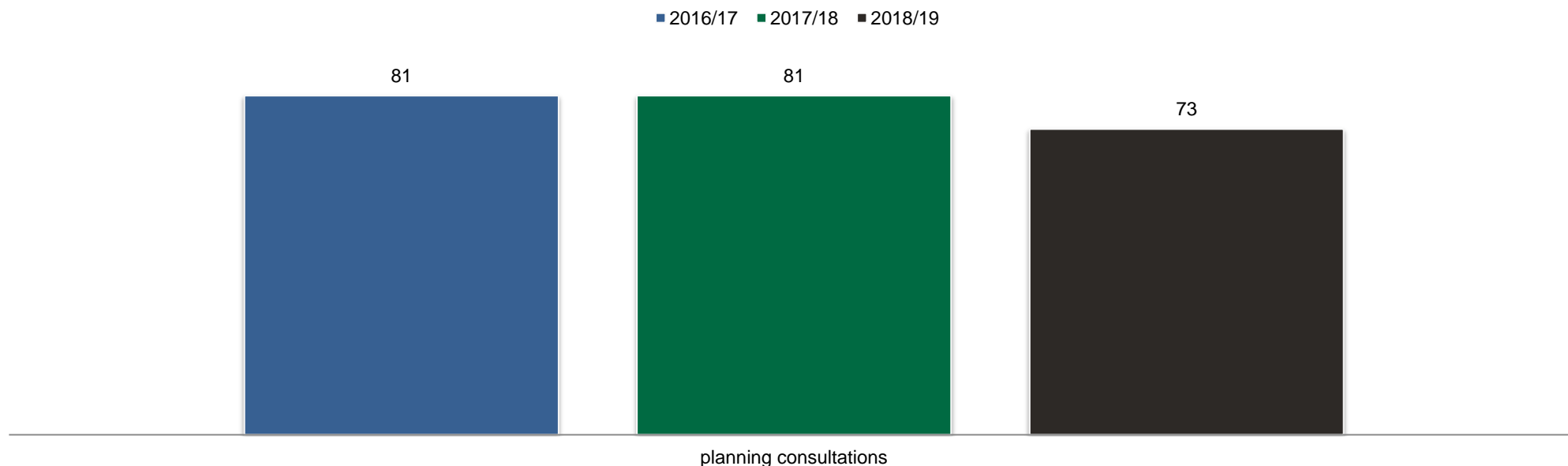


## South Gloucestershire Council

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 on 'contaminated land matters'.

In addition, during this quarter WRS were also commissioned to review, update and draft South Gloucestershire's Contaminated Land Inspection Strategy which we have completed.

*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 dogs has fallen slightly this year as is consistent with Worcestershire and Cheltenham.

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.*

