

WRS Board
27th June 2019

Worcestershire Regulatory Services Annual Report 2018/19

Recommendation	That the Board note the Annual Report for 2018/19 and agree that a copy be forwarded to each Chief Executive of the 6 partner authorities and also to the wider elected member base in their areas.
Contribution to Priorities	Not applicable
Summary	Under the Worcestershire Shared Services Partnership Service Level Agreement, the Head of Worcestershire Regulatory Services and the Lead Finance Officer for the host authority, Bromsgrove District Council, are required to submit to the Board an annual report that covers the performance of the shared service and provides a summary of the finances. This report covers the period from 1 st April 2018 to 31 March 2019. If endorsed by the Board, a copy will be forwarded to each Chief Executive of each member authority and the authors would request that members use their usual channels within their authorities to distribute the report to the wider elected member cohort.
Report	<p>Under Clause 11 of Part 1 of the Shared Services Partnership Agreement, the Board is required to receive a report at its annual meeting which will be held no later than 30 June. The report covers the period from 1 April 2018 to 31 March 2019. The annual report is co-signed by the Head of Worcestershire Regulatory Services and the Lead Financial Officer for the Host Authority as required by the legal agreement.</p> <p>The report covers the performance of the service for that period, both in terms of KPIs and highlights of activity, a short summary activity report appearing at Appendix 5. This has been reduced somewhat as the Committee now receives a separate Activity Data report, which covers these aspects in much more detail. Some detail of the performance indicators has also been covered in the Activity Data Report.</p>

Generally performance has remained good. Food business compliance rates remain high. Taxi license renewals are dealt with in a reasonable time in the main. The taxi fleet appears to be generally in good order, although the results from enforcement exercises suggest some driver/ operators need to improve in terms of maintaining vehicles. Complaints against the service are significantly exceeded by compliments. We understand the main issues for complaints, which are related to either paying for the cost of stray dog recovery or the fact that we cannot resolve an issue that is causing annoyance to a resident due to the law on nuisances. The latter appears to be the main cause of our fall in customer satisfaction. Interestingly, this year's DEFRA survey of the public in relation to attitudes to noise has detected a statistically significant drop in people's tolerance of noise. This is something that we have seen anecdotally at local level and have reported to Board members previously.

The indicators for licensed premises and noise complaints have been in place long enough now for us to establish good base-lines. The former shows that generally licensed premises in the County are well managed. The figures can now be used, along with intelligence, to focus enforcement resources in a proactive way to tackle any individual problem premises, although these are relatively few and far between. Most complaints relate to minor nuisance issues, usually created when a venue introduces a novel activity like live music to diversify its activities. The rate of noise complaints is relatively low and probably reflective of the general environment in Worcestershire.

The Annual Report also gives a summary of the financial position, the key achievements and covers issues relating to human resources. There are also sections on risk management and equalities. The Report will be published on the WRS website and will be shared with other partners e.g. Worcestershire LEP. A press release will be sent out to accompany the publishing of the report. Putting the report into the public domain meets the requirement in the Regulators Code, made under the Regulatory Enforcement and Sanctions Act 2008, which requires local authorities to publish summary information about their regulatory activities each year.

Financial Implications

The financial implications are contained within the Annual Report.

Contact Points

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Background Papers

WRS Annual Report 2016/17