

WRS Board

26th September 2019

Activity and Performance Data Quarter 1

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 Q1 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 tackle issues broadly across the county

Report

Activity Data

The Dog Warden Team has had a busy first quarter with a total of 430 dogs being reported to us as strays many of which have spent time at our kennels or vets. Of these over 300 were reunited with their owners and a further 65 were successfully rehomed by WRS through reputable charities. Sadly 10 of the dogs collected in the first quarter were welfare cases and as a result a number of improvement notices were issued to owners. In addition to this a further 7 dogs required vet treatment for other ailments.

The number of food safety requests received by WRS during quarter one is broadly in line with 2018/19. Approximately 44% of cases were complaints with two thirds relating to food products and a third relating to the hygiene of food premises. As in previous quarters, a significant proportion of cases are enquiries and requests for business advice. Inspection numbers are up on last year, accommodated by a reduction in nuisance complaints Q1.

Health and Safety enquiries and complaints/service requests remain broadly in line with 2018/19. The greater proportion of accidents relate to injuries to members of the public or injuries to a worker being incapacitated for more than seven consecutive days.

Environmental information requests remain low at present. Such requests are commonly generated by house and land sales. It is



assumed that the low numbers are a direct consequence of the lack of confidence in the current property market.

The number of applications received by WRS during quarter remains broadly in line with previous years. Approximately 48% of applications related to alcohol licensing, with three quarters of cases being temporary event notices. A further 38% of applications related to taxi licensing.

The number of requests for support from planning colleagues is significantly up in quarter 1. The number of planning enquiries completed represents an increase of approximately 46% compared to 2018/19. WRS has also recently been advising on Southern Worcestershire authorities' current round of Strategic Housing and Employment Land Availability Assessments (SHELAA). To date WRS have provided planners with advice on over 500 sites.

Pollution complaints received by WRS during quarter one were down by approximately 25% compared to 2018/19. However, a number of these were significant and complex, requiring increased operational resource. This reduction in demand helped facilitate an increase in the number of food safety interventions prior to an anticipated increase in nuisance demand Quarter 2.

June saw the completion and submission of air quality reports for each partner to DEFRA. The Air quality Annual Status Report (ASR) provides a detailed summary as to the status of existing air quality and emerging problem areas/improvement in each authority area. We currently await feedback and acceptance of the reports by DEFRA. There are currently 7 Air Quality Management Areas within Worcestershire.

Performance

In general we have performed well against the agreed indicators. The percentage of service requests where a resolution is achieved to customer satisfaction is higher this quarter than the last three of last year for customers and the last quarter for business. The number of businesses broadly compliant and those scoring 0, 1 or 2 are consistent with last year. The one indicator for which the result has significantly changed is the annual staff sickness absence figure which is 0.85 FTE, suggesting we are in line with last year's 4.12 FTE overrun.

Contact Points

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Background Papers

Appendix A: Activity Report (separate document)
Appendix B: Performance indicators Table



Table of PIs 2019/20

Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	70.7			
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	98.3			
3. % businesses broadly compliant at first assessment/ inspection	Annually	97.4			
4. % of food businesses scoring 0,1 or 2 at 1 st April each year	Annually	2.6			
5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly	NA			
6 % of vehicles found to be defective whilst in service Number of vehicles found to be defective by district and the percentage this represents of the fleet county-wide	6-monthly	NA			
7 % of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	58.6			
8 Review of register of complaints/ compliments	Quarterly NB: fig is cumulative	10/24			
9 Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	0.85/ FTE			
10 % of staff who enjoy working for WRS	Annually	NA	NA	NA	
11 % of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	NA		NA	



12	Rate of noise complaint per 1000 head of population	6-monthly	NA		NA	
13	Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA		NA	
14	Cost of regulatory services per head of population (Calculation will offset income against revenue budget)	Annually	NA	NA	NA	

