

Worcestershire
Regulatory Services
Supporting and protecting you

Activity Report | 2019/20



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Foreword

Welcome to the first activity data report for 2019/20. As you'll probably note, the figures would suggest a relatively normal start to the year with the exception of our work with planning officers across the County and beyond. It seems like development continues a pace everywhere. Dog wardens have also been busy and it is good to see that the majority of animals were re-united with their owners.

The headlines flag a couple of serious cases for our Community Environmental Health team with one prosecution and an investigation into the potentially deadly Ecoli 0157

BREXIT continues to be on our radar and we continue to look at how we might be impacted. As we've said before, Government appears to have ensured that the legal framework will be in place in event of a no deal exit, but there may be a significant increase in demand for business support, particularly for health certification for food exports. We are trying to estimate the likely demand and we will ask Chief Executives to consider deploying some of the additional funding given to local authorities to support our work in this area.

We hope you find the report interesting and if you've any questions please do contact myself or one of the Management team.

Many thanks



Simon Wilkes
Head of Regulatory Services

Headlines - Quarter One

Dog Warden Update

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 which ranged from dogs that had severe skin conditions and soreness, to open wounds and emaciation 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. We have also collected and boarded a number of dogs, on a commercial basis, on behalf of owners who have had to spend time in hospital and not been able to get alternative care.

Gull Update

The work for Worcester City in respect of the Gull population continues. Letters have been sent out to local landlords providing advice on how they can assist in minimising the negative impact of Gulls within the City centre. Following the withdrawal of the General Licence by Natural England, that was used to control gulls in the city, our contractor applied for and received an Individual licence which enabled the egg replacement scheme to get back underway. The egg replacement scheme has been able to get back underway, with round two having recently been completed. There has been much media interest which has included newspaper articles, radio interviews and an appearance on BBC news following a meeting with WRS Officers, Cllr Amos and residents from Lower Wick that are experiencing issues with Gulls in the area.

Arrow Valley Visitor Centre prosecuted for Food Safety Offences

This prosecution followed the closure of the premises for an active mouse infestation.

The Food Business Operator, Mr Creaton, pleaded guilty to offences of failing to have adequate pest control, failing to protect food against risk of contamination, failing to ensure that all articles, fittings etc likely to come into contact with food were clean and failing to have adequate food safety procedures and controls in place.

AVVC Ltd was fined £700 on each offence, a total of £2,800 plus £2,200 costs and a victim surcharge of £70.

Mr Creaton was Conditionally Discharged for 12 months and ordered to pay £500 costs and a victim surcharge of £20 – payable within 28 days.

E.coli O157

Officers have investigated a case of E.coli O157 which caused the hospitalisation of a 2 year old girl. Working closely with Public Health England, officers were able to identify two potential sources within the county. E. coli O157 is shed by livestock, and the young girl had attended two animal encounter attractions. Both were inspected and advice was given regarding zoonotic disease prevention. There was no indication that either venue was at fault.

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Air Quality & Contaminated Land

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.

Other Air Quality projects that the team will be engaged with over the coming year include;

Low emissions zone for Worcester City

Facilitation of air quality action planning in Wychbold

Development of EV charging infrastructure policy with County partners

Computer Modelling of air quality around Comberton Hill/Chester Road in Kidderminster

Ground contamination investigations reported in Q4 of last year have now concluded with no further action at the Shenstone site. Investigations at the Bromsgrove site with the PHE and Severn Trent Water confirmed that there was no current public health risk from the contamination however WRS will continue to monitor the area for the next 12 months to ensure that this remains the case.

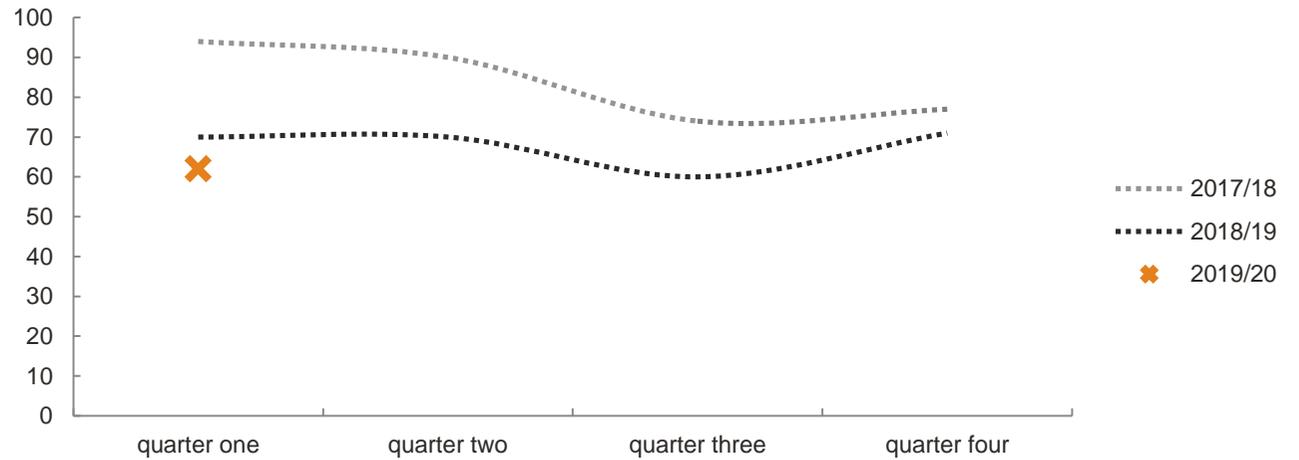
Dog Control

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.

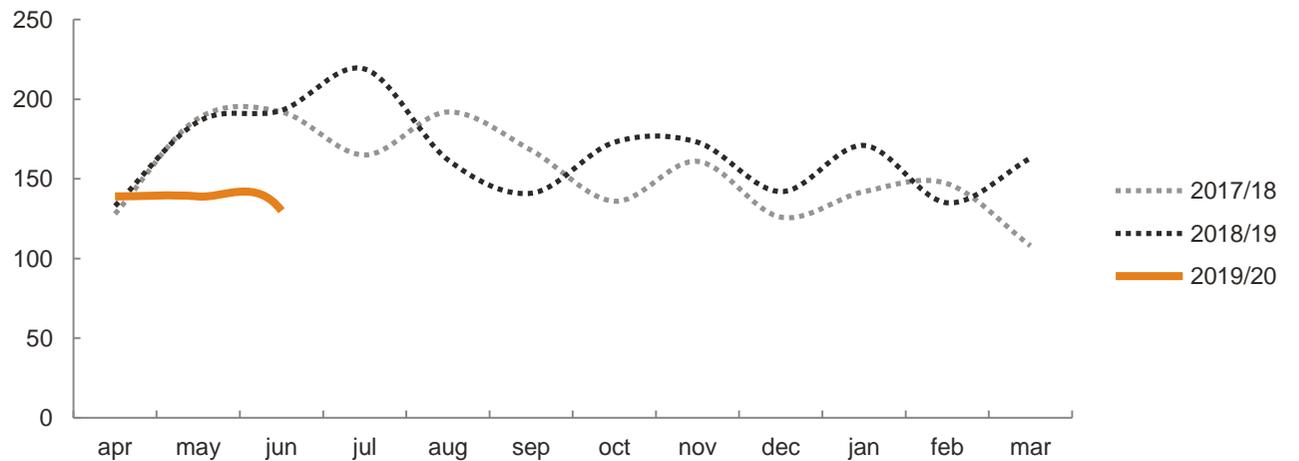
The number of stray or lost dogs reported to WRS during quarter one, whilst higher than last quarter, is a significant reduction compared to previous years. The type of case reported however, remains consistent; with 67% of reports relating to 'contained' stray dogs.

In general, WRS receives very few dog control complaints. During this quarter, 22 complaints related to fouling or persistent straying, 19 complaints to dangerous dogs and 4 complaints to welfare.

complaints and enquiries



lost, found or stray dogs



Environmental Permitting

Permitting work remains a growth area for WRS with compliance remaining high within the county. Officers have been focusing more and more on the development of Primary Authority (PA) Relationships, and in addition to the day to day regulatory functions WRS have been undertaking commercial permitting work on behalf of Warwickshire NHS Trust and Royal Devon & Exeter NHS Trust to ensure Medium sized combustion plant directive compliance.

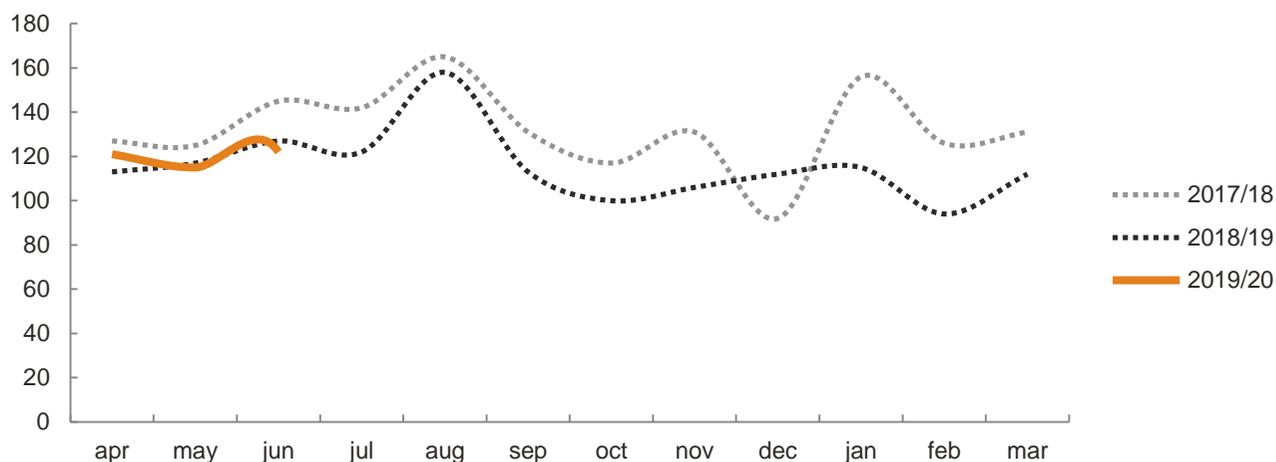
Two of our officers are currently members of the ceramics and foundries technical groups who advise DEFRA on the regulatory transition of EU BREF notes into UK environmental protection legislation. This is a critical role to ensure that regulation is fair and does not un-necessarily burden businesses in Worcestershire and other parts of the country where we undertake regulation on behalf of other authorities.

Food Safety

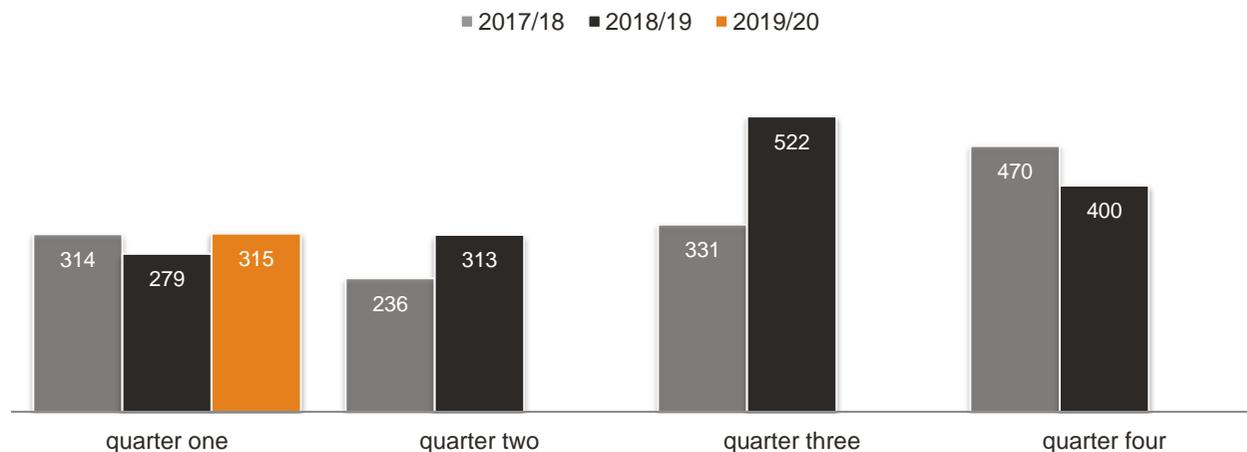
The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to food safety. Types of cases recorded under this category include complaints about food products, hygiene of premises complaints and requests for business advice. The chart (bottom right) shows the number of interventions conducted by WRS at premises included in the Food Hygiene Rating Scheme, commonly known as FHRS.

The number of food safety requests received by WRS during quarter one is broadly in line with 2018/19. Aproximately 44% of cases were complaints; with two thirds relating to food products and a third relating to the hygiene of food premises. In parallel with previous quarters, a significant proportion of cases are enquiries and requests for business advice.

complaints and enquiries



fhrs interventions

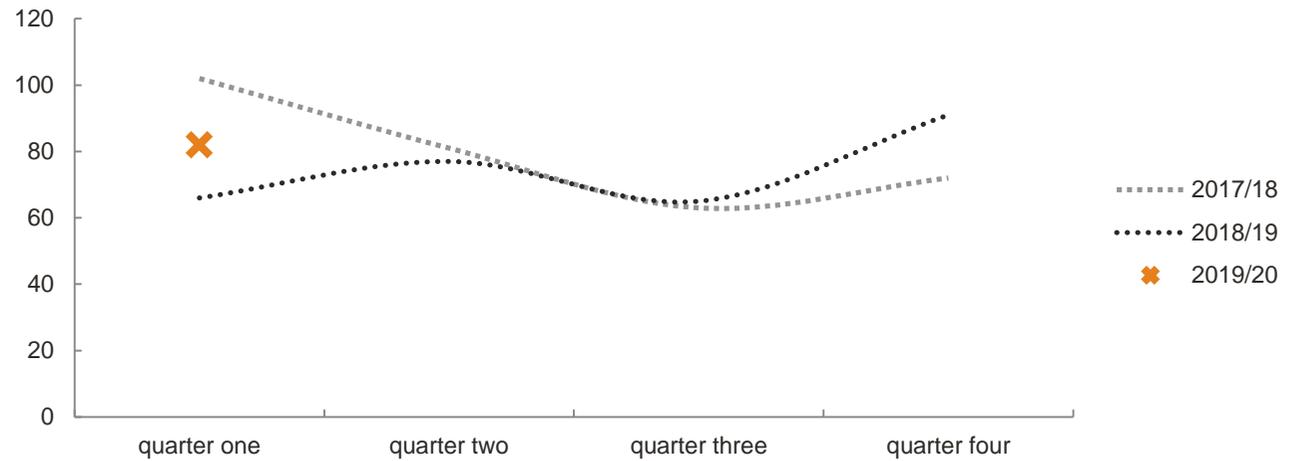


Health and Safety

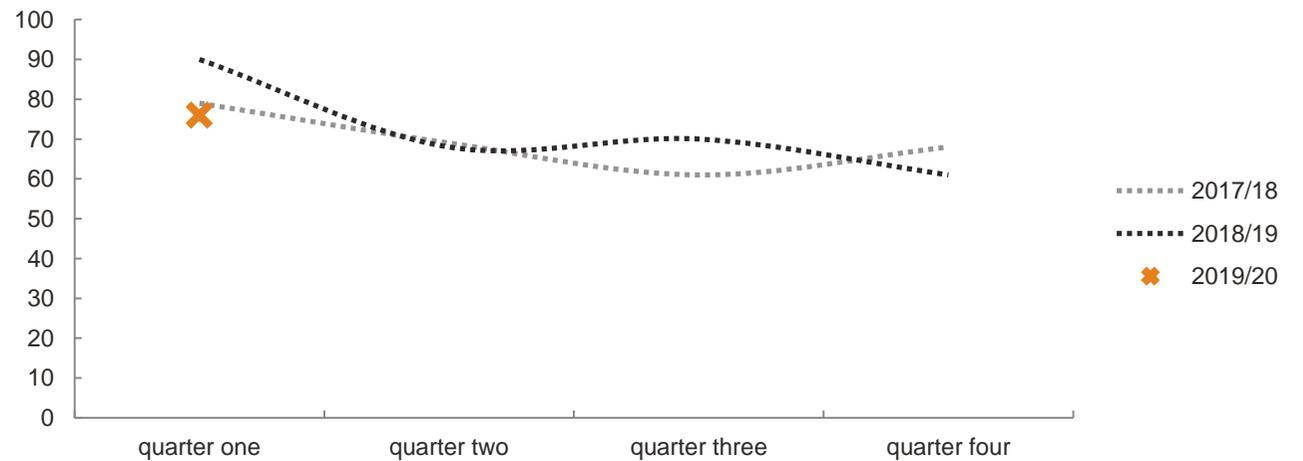
The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to health and safety. This includes requests for business advice. The chart (bottom right) shows the number of notifications received by WRS relating to accidents.

The number of health and safety cases received by WRS during quarter one is broadly in line with 2018/19. Overall, 48% of cases were reports of accidents, 29% were complaints about health and safety standards/practices and 23% were enquiries which includes requests for business advice. In parallel with previous quarters, 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.

complaints and enquiries



accident reports



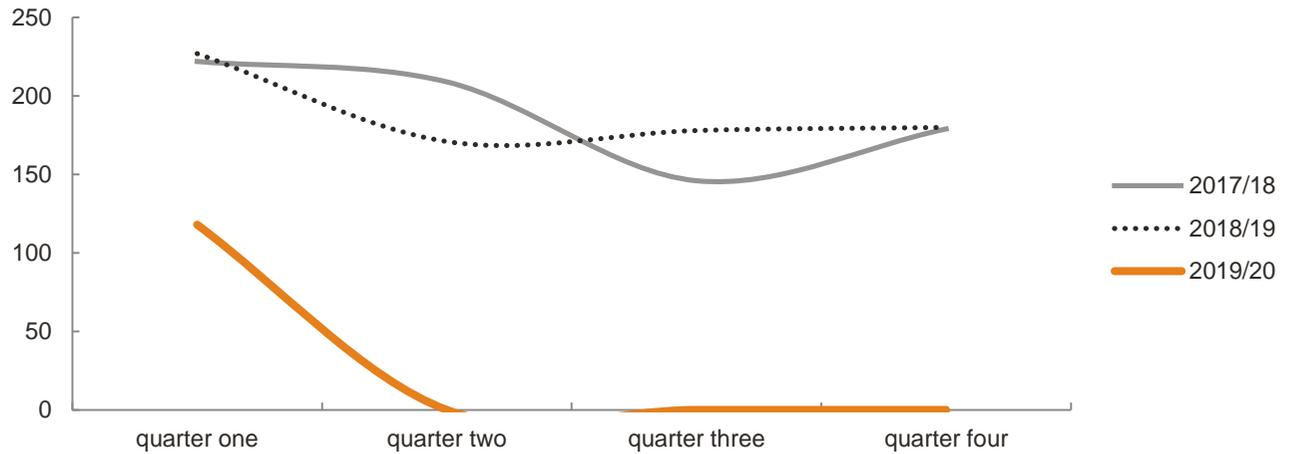
Information Requests

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 Data Protection Act 2018 and General Data Protection Regulation

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 due to Brexit.



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.

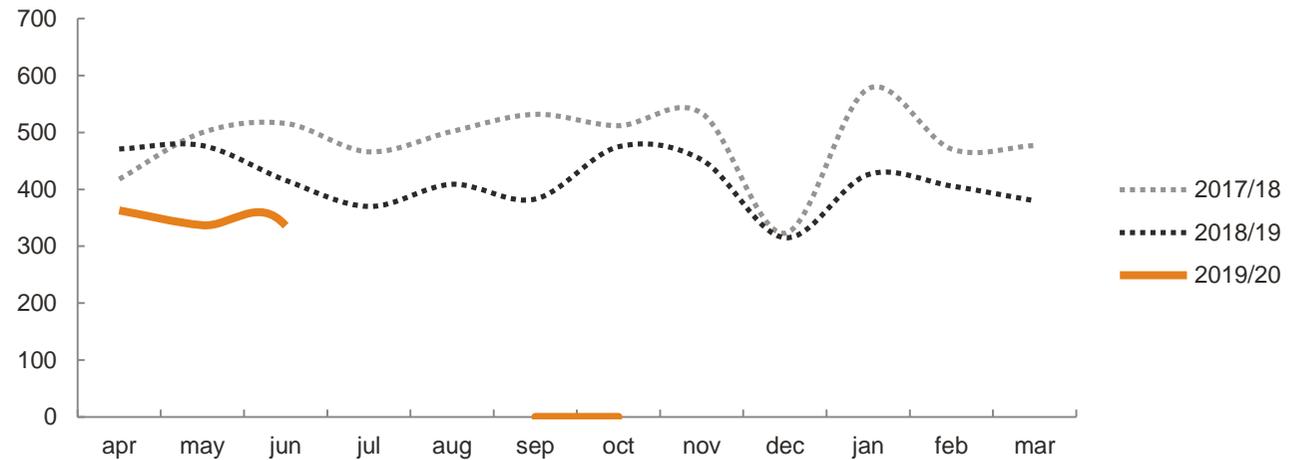
Licensing complaints, enquiries and applications relate to the following;

- Alcohol and entertainment (including gambling)
- Animals
- Caravans
- Scrap metal
- Sex establishments
- Skin piercing
- Street trading
- Taxis

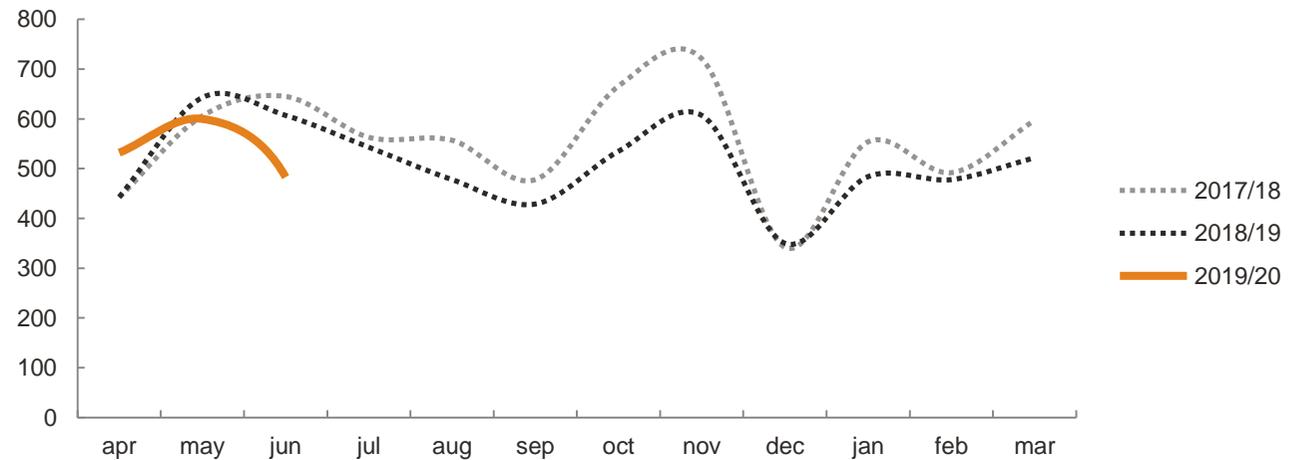
The number of applications received by WRS during quarter remains broadly in line with previous years. Approximately 48% of applicaitons related to alcohol licensing, with three quarters of cases being temporary event notices. A further 38% of applications related to taxi licensing.

Approximately 83% of service requeests received during quarter one were enquiries.

complaints and enquiries



applications



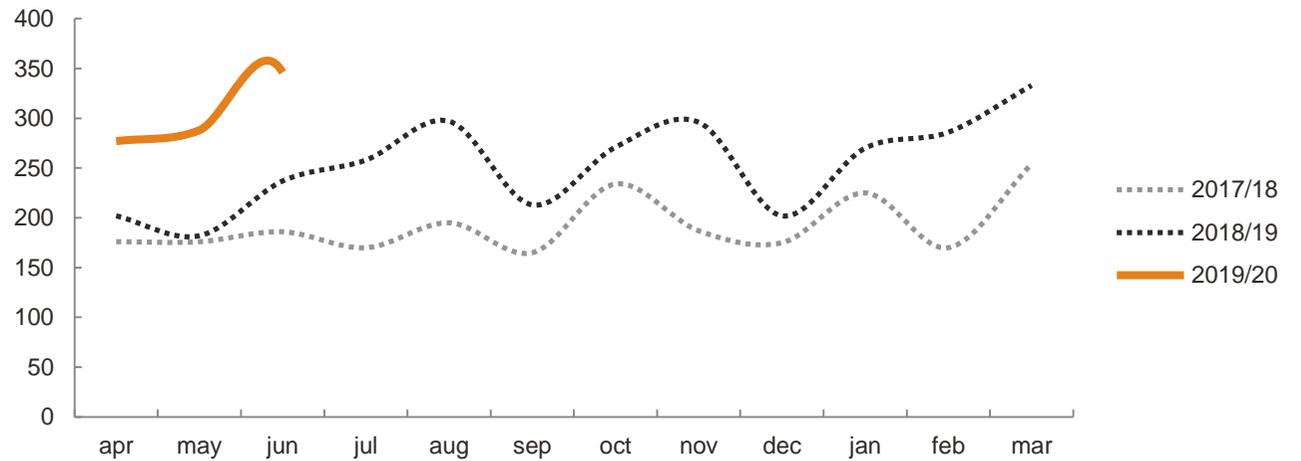
Planning

The chart (right) shows the number of planning enquiries 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

The number of planning enquiries completed by WRS during quarter one is an increase of approximately 46% compared to 2018/19. Overall, 90% of enquires were consultations, 46% related to contaminated land and 31% to related noise/nuisance. In addition to the growth on the day to day work, WRS has 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.

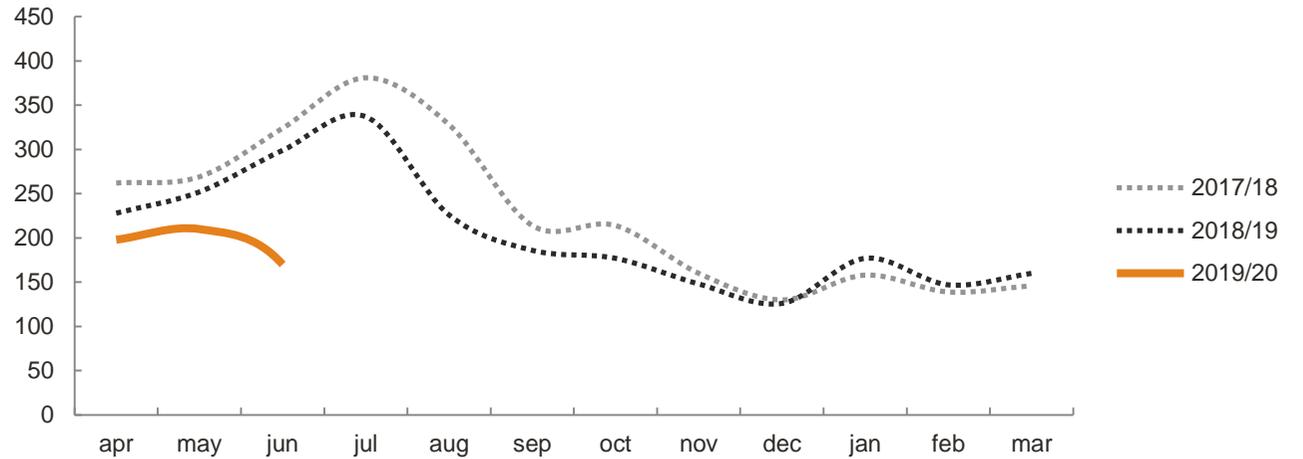


Pollution

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.

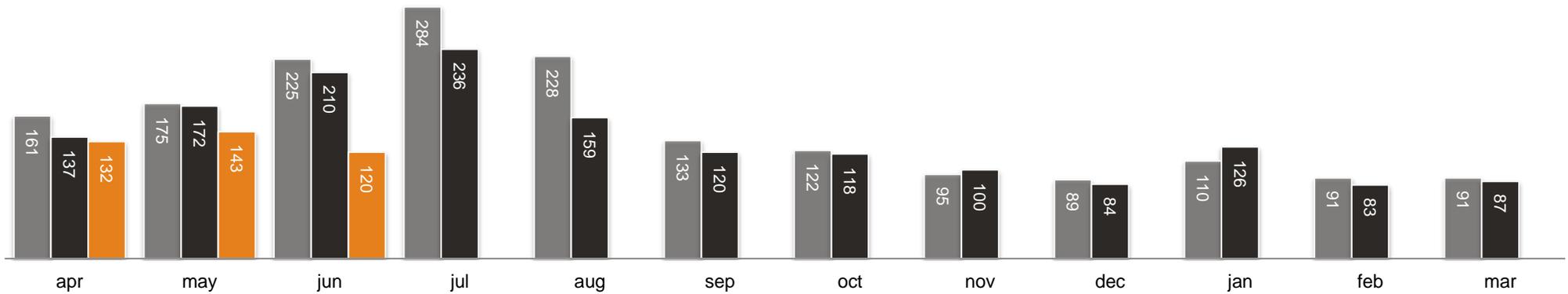
The number of pollution cases received by WRS during quarter one is a reduction of approximately 25% compared to 2018/19. Two thirds of pollution cases related to noise nuisance, with domestic noise complaints the prominent subcategory. A further 16% of cases were complaints relating to smoke nuisance.

complaints and enquiries



noise

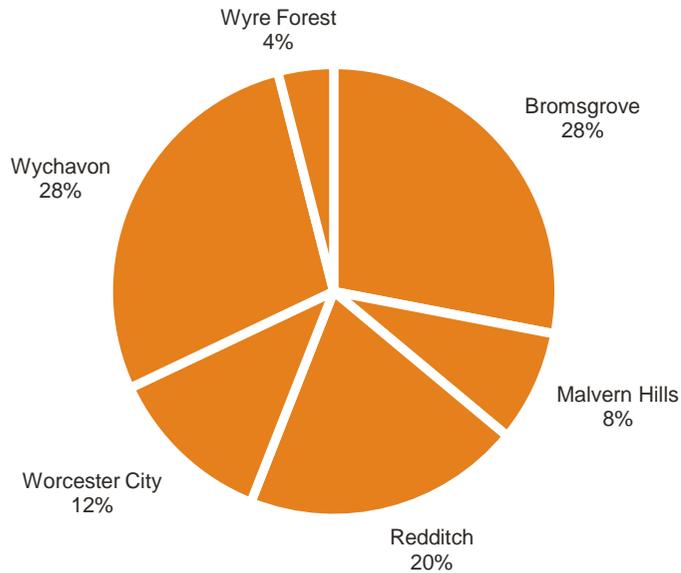
■ 2017/18 ■ 2018/19 ■ 2019/20



Noise

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.

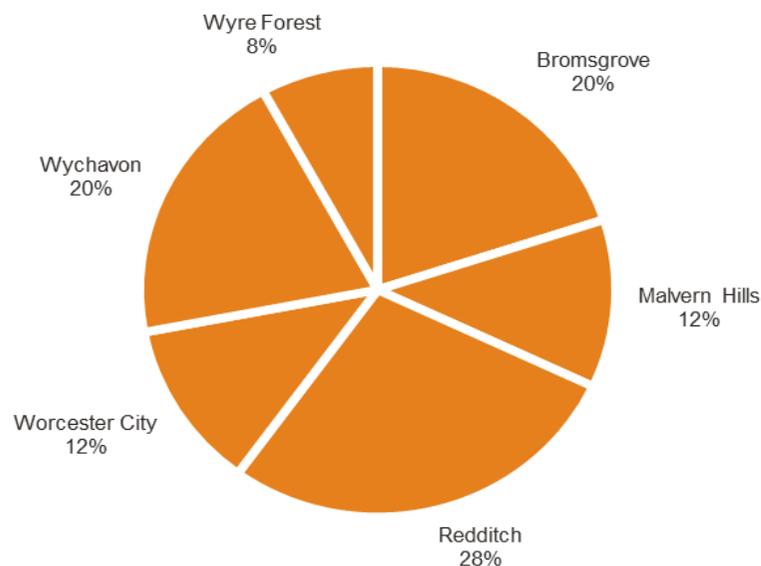
Note: Data shown on this page represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



Ward	Total	Population	Rate
Sanders Park	7	3,559	1.97
Belbroughton And Romsley	12	6,564	1.83
Sidemoor	7	4,021	1.74
Charford	6	3,670	1.63
Droitwich Central	4	2,570	1.56
Honeybourne And Pebworth	4	2,758	1.45
Pershore	11	7,716	1.43
Central	9	6,681	1.35
Cathedral	15	11,488	1.31
Arboretum	8	6,301	1.27
Rainbow Hill	7	5,525	1.27
Avoncroft	4	3,242	1.23
Astwood Bank And Feckenham	7	6,126	1.14
Abbey	7	6,323	1.11
Fladbury	3	2,783	1.08
Foley Park And Hoobrook	11	10,428	1.05
Barnt Green And Hopwood	3	2,866	1.05
Bowbrook	3	2,870	1.05
Hartlebury	3	2,936	1.02
Church Hill	8	8,159	0.98
The Littletons	3	3,111	0.96
Upton And Hanley	4	4,153	0.96
Norton	3	3,177	0.94
Priory	4	4,463	0.90
Lodge Park	5	5,608	0.89

Noise (2018/19)

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.



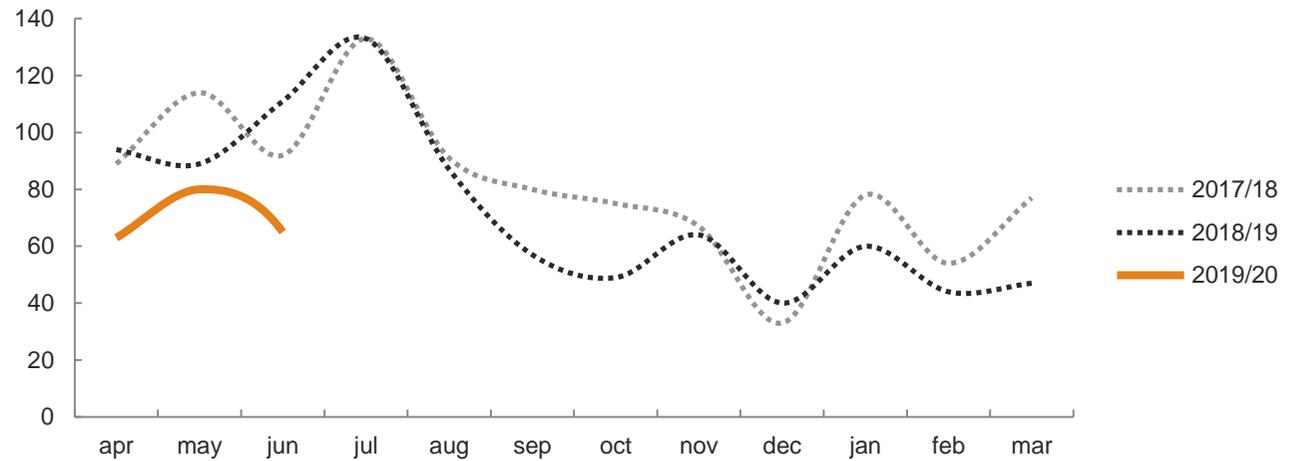
Ward	Total	Population	Rate
Sanders Park	36	3,456	10.42
Cathedral	63	11,160	5.65
Charford	20	3,638	5.50
Norton	16	3,175	5.04
Abbey	29	6,232	4.65
Warndon	27	5,928	4.55
Batchley And Brockhill	38	8,628	4.40
Morton	9	2,060	4.37
Wells	14	3,258	4.30
Upton Snodsbury	11	2,692	4.09
Central	27	6,659	4.05
Longdon	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

Public Health

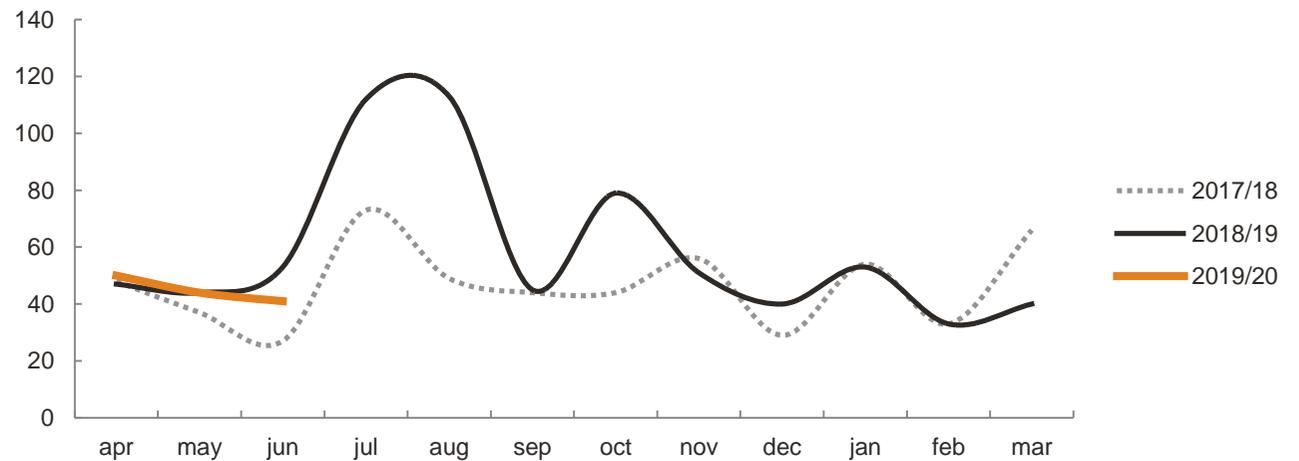
The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to public health. Types of cases recorded under this category include accumulations, public burials and pest control. The chart (bottom right) shows the number of subsidised pest control 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.

The number of public health cases received by WRS during quarter one is a reduction of approximately 29% compared to 2018/19. Just under two thirds of cases related to pest control, whilst 30% related to accumulations at domestic or commercial properties. Of the 135 domestic treatments undertaken during quarter one, over half were due the prescenc of rats, whilst a fifth were due to wasps.

complaints and enquiries



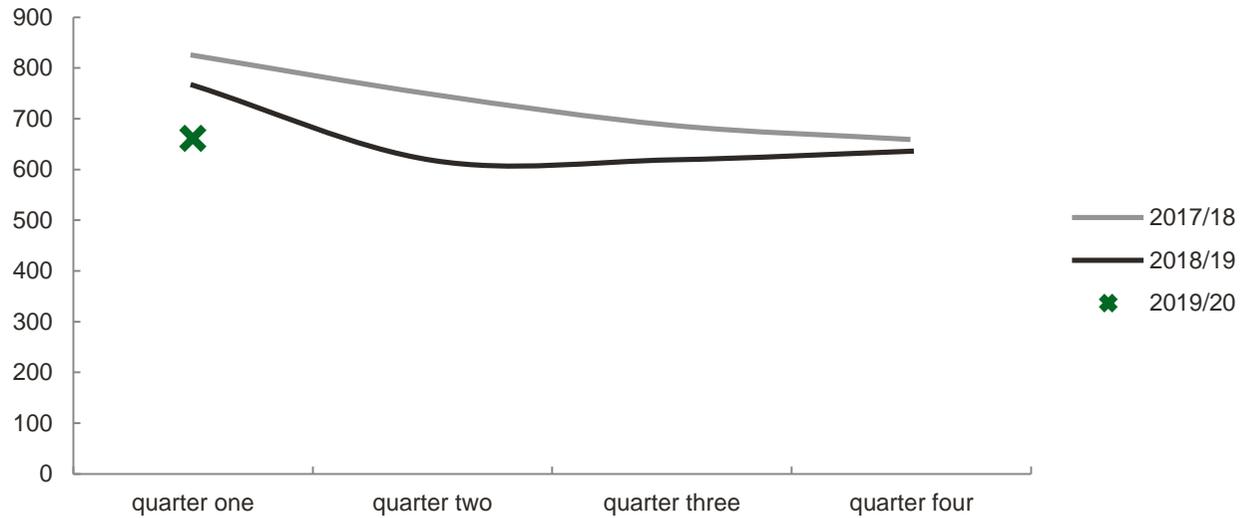
pest control (domestic subsidised treatments)



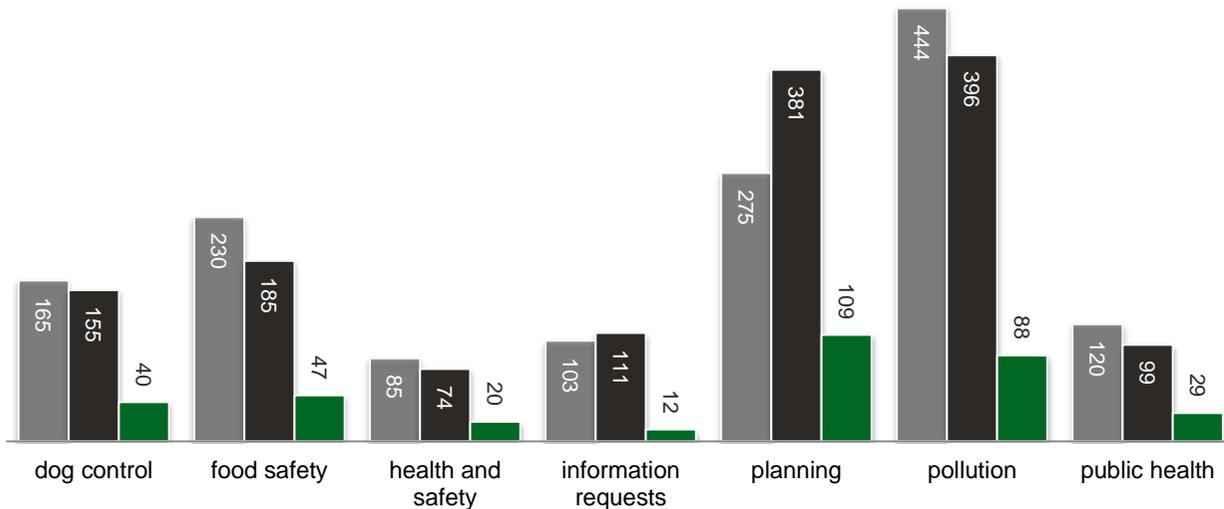


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Bromsgrove.

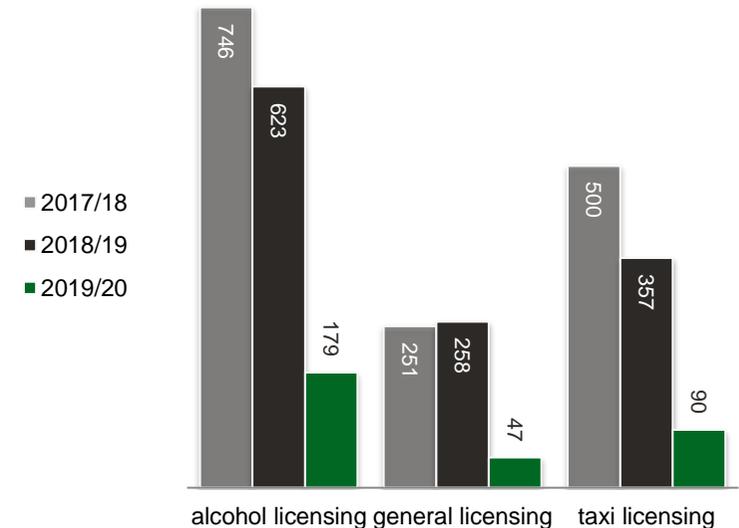
Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2019/20 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



environmental health

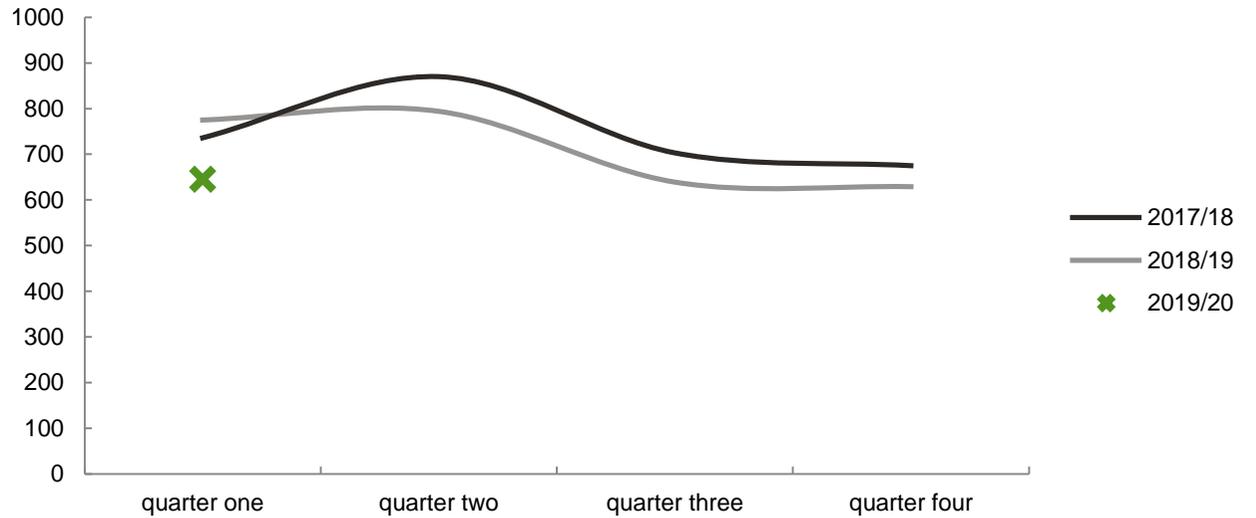


licensing

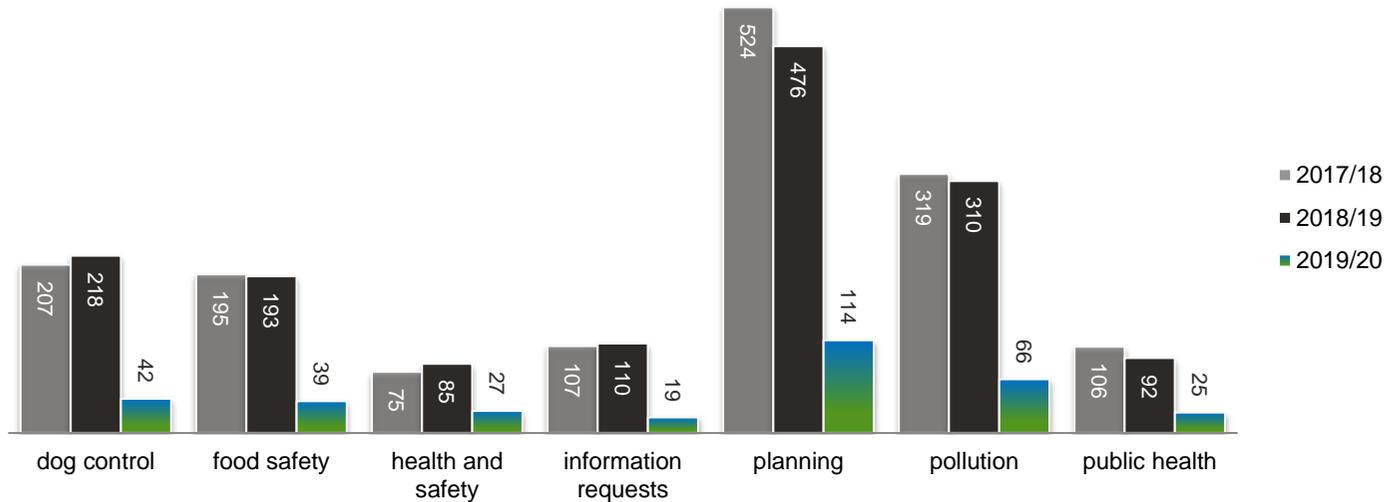


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Malvern Hills.

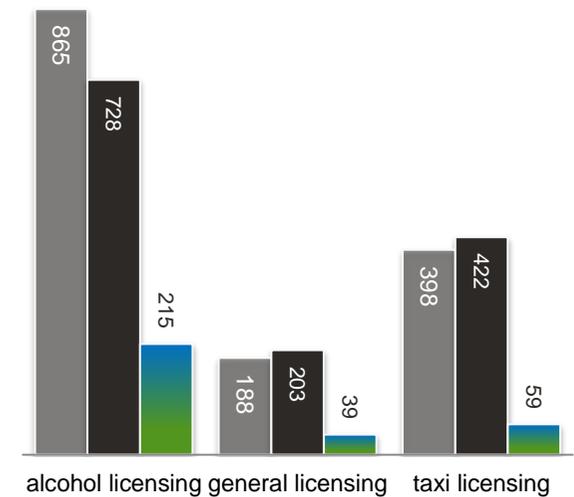
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environmental health

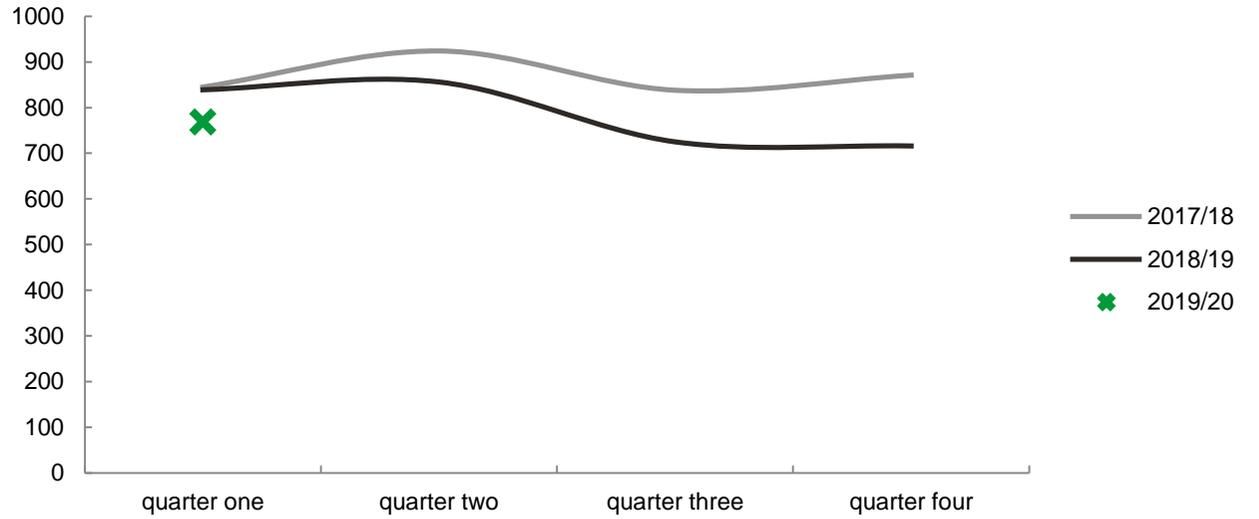


licensing

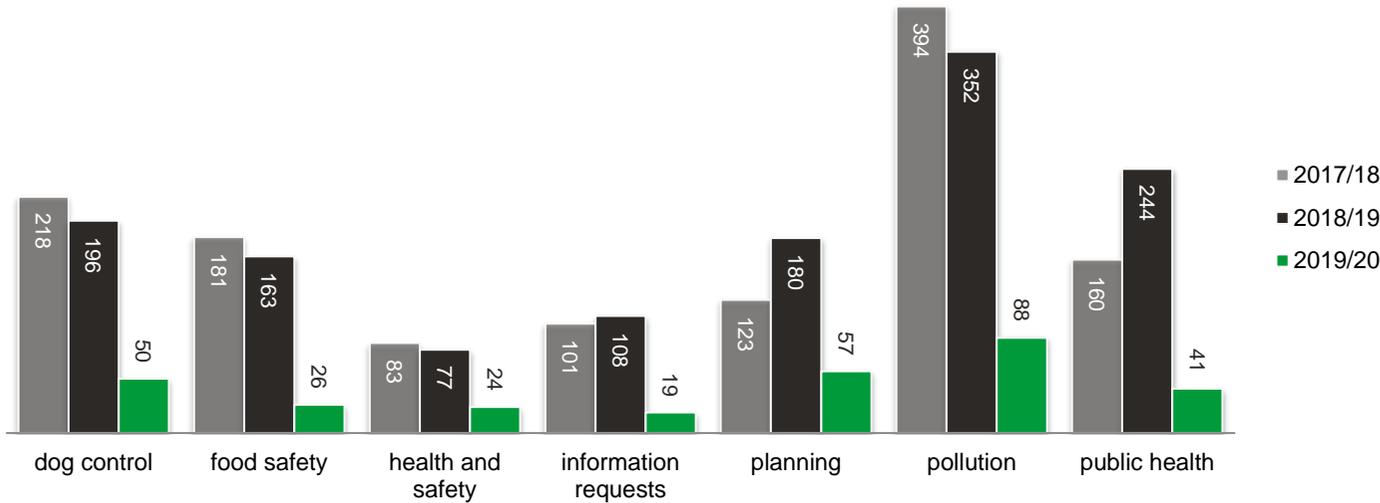


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Redditch.

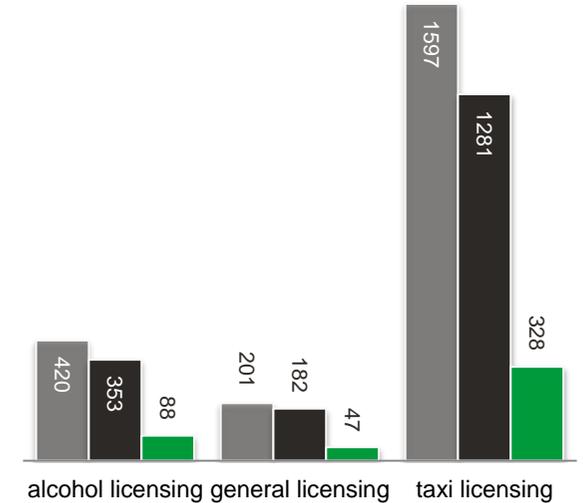
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environmental health

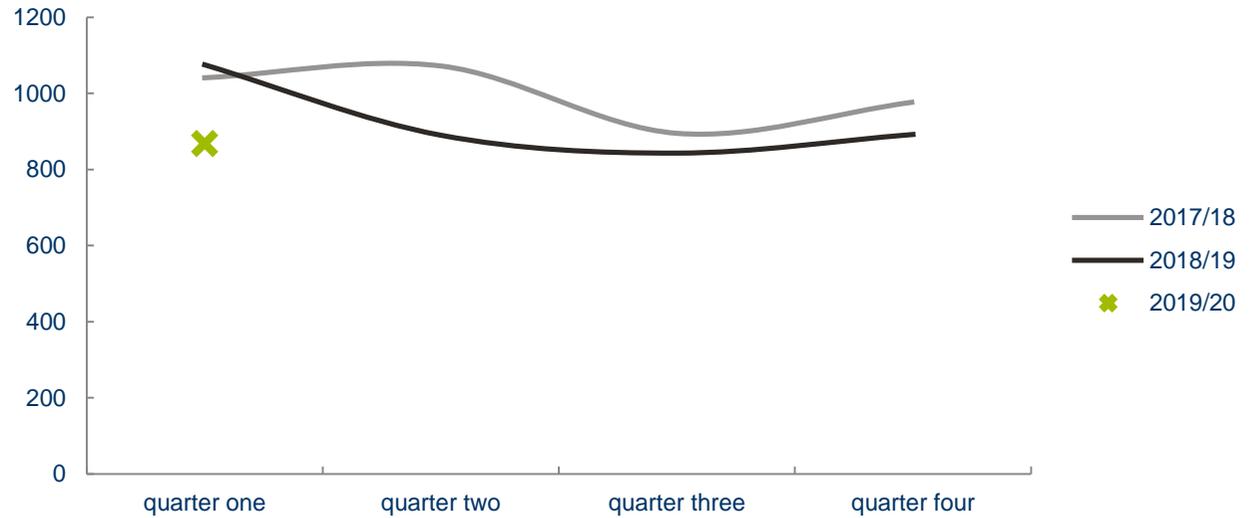


licensing

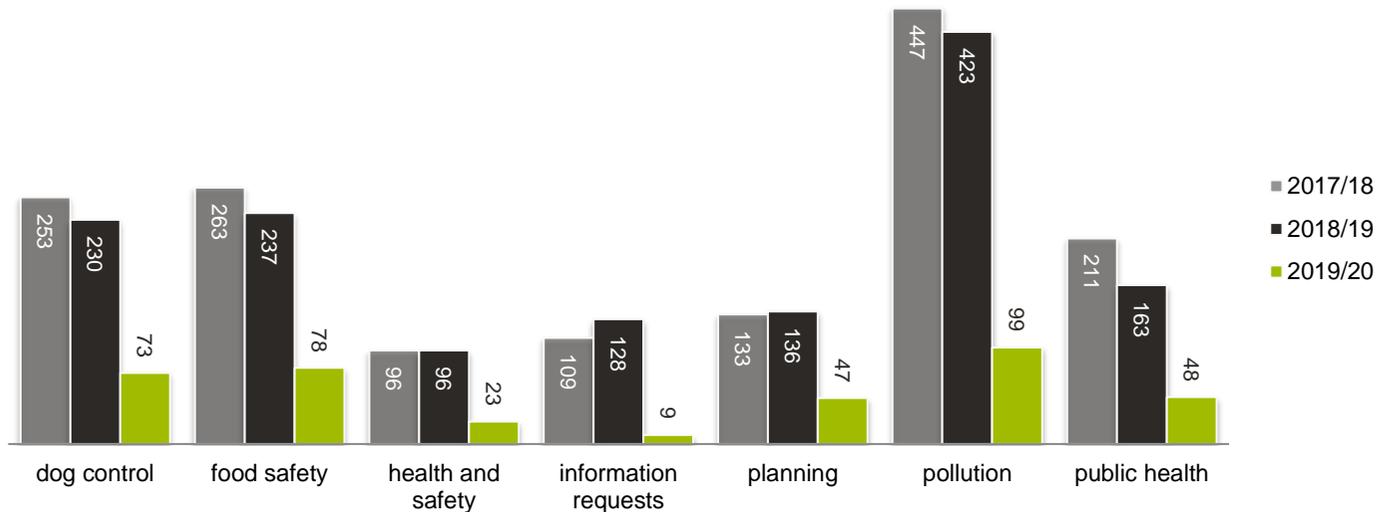


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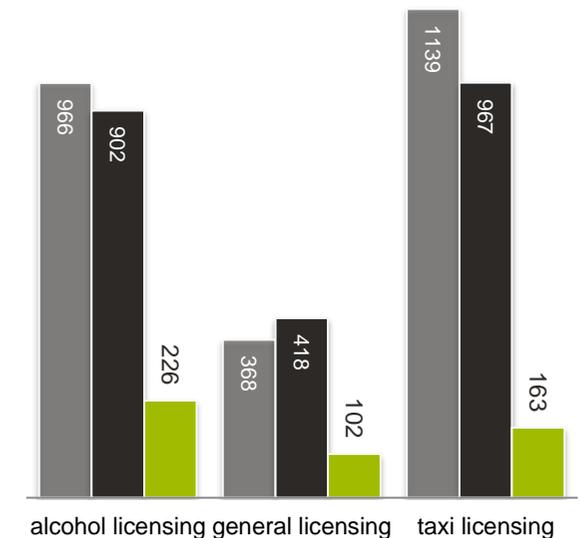
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environmental Health

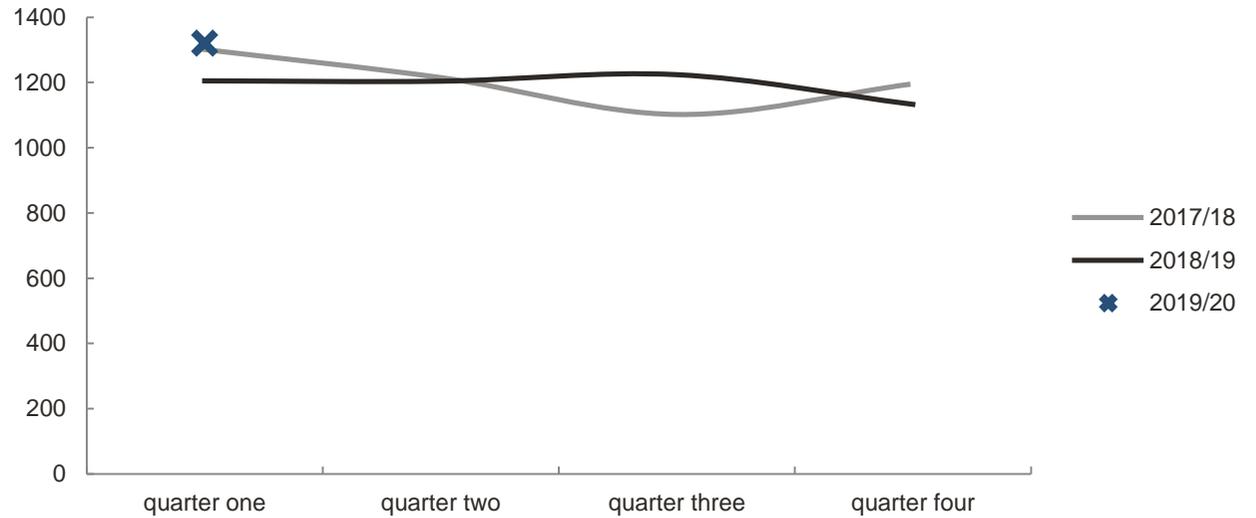


licensing

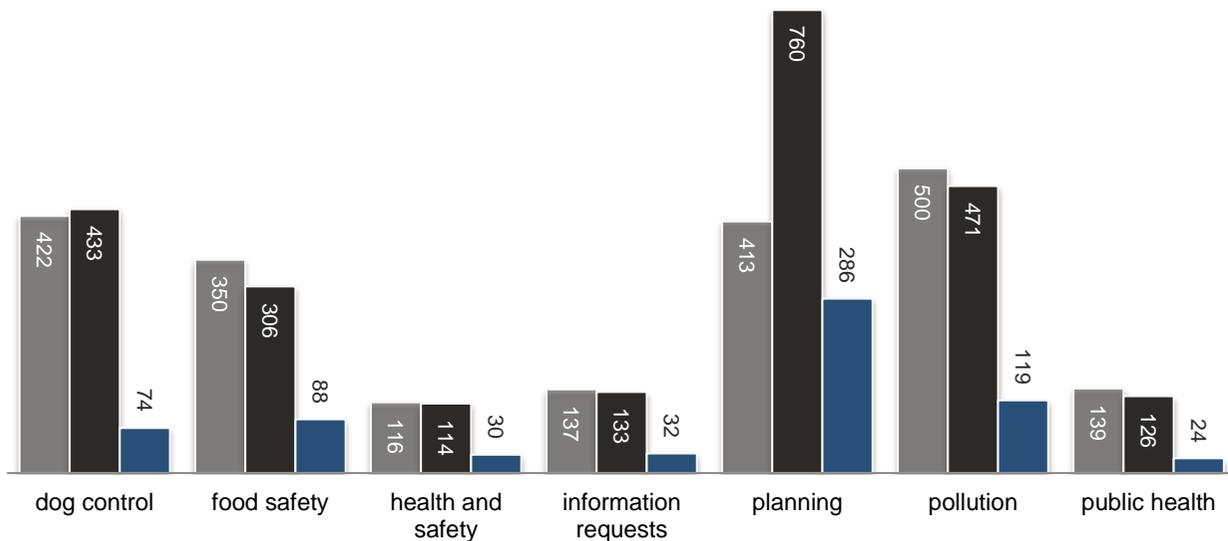


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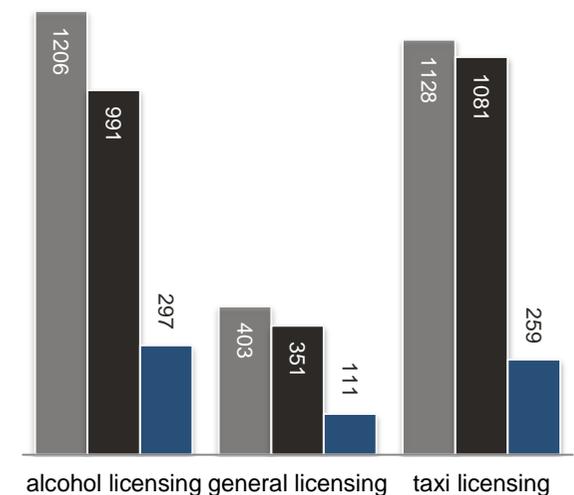
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environmental Health

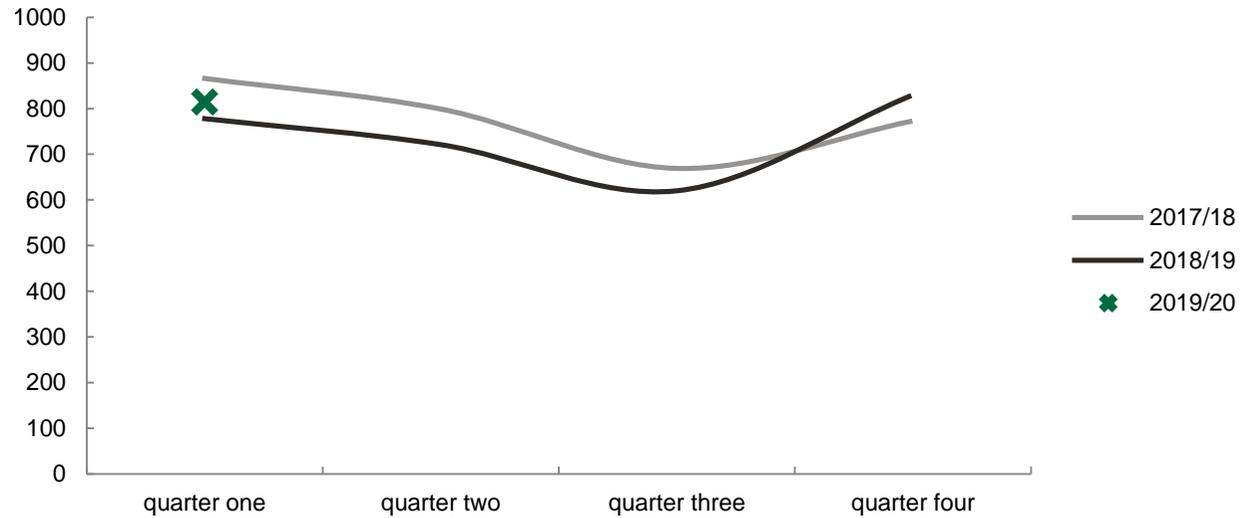


licensing

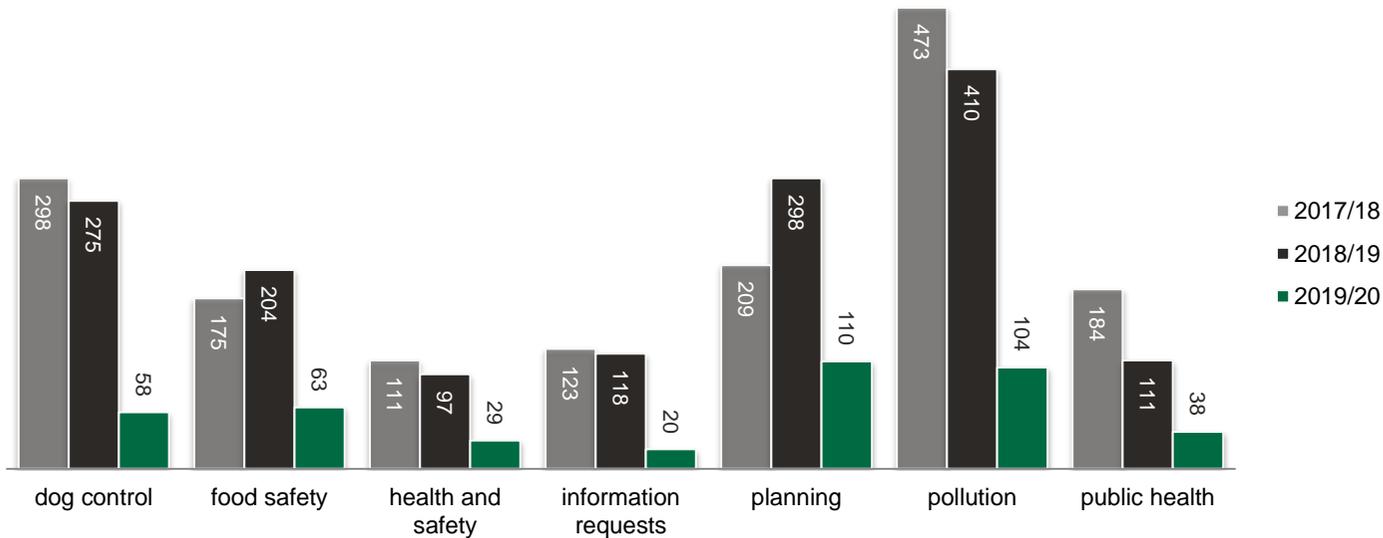


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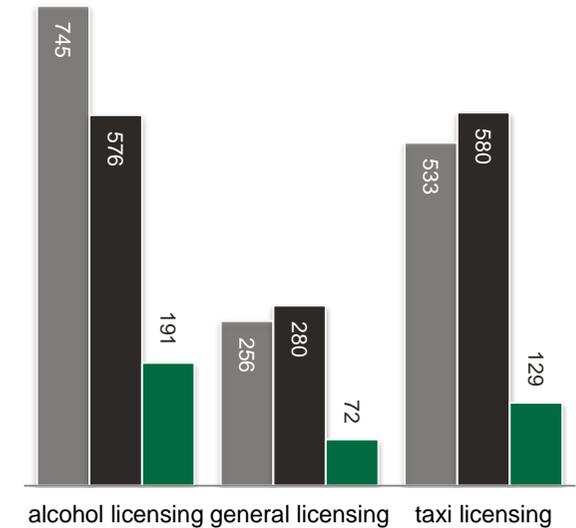
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environmental health



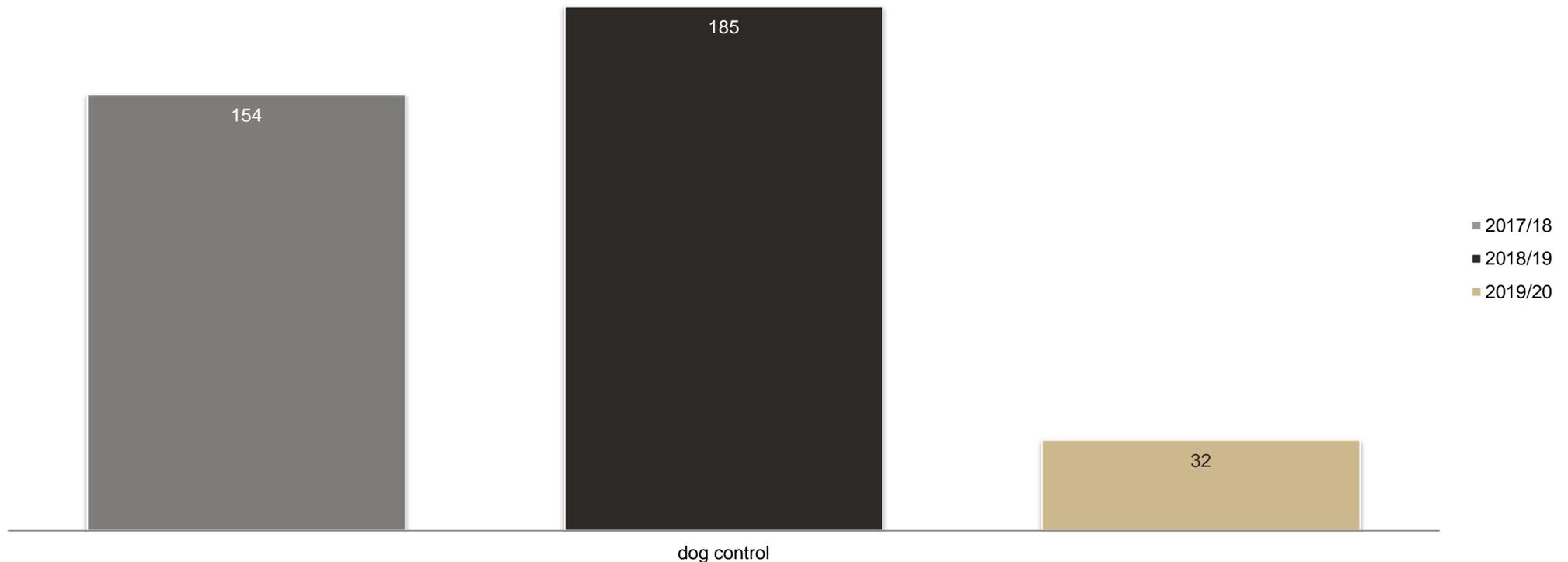
licensing



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.

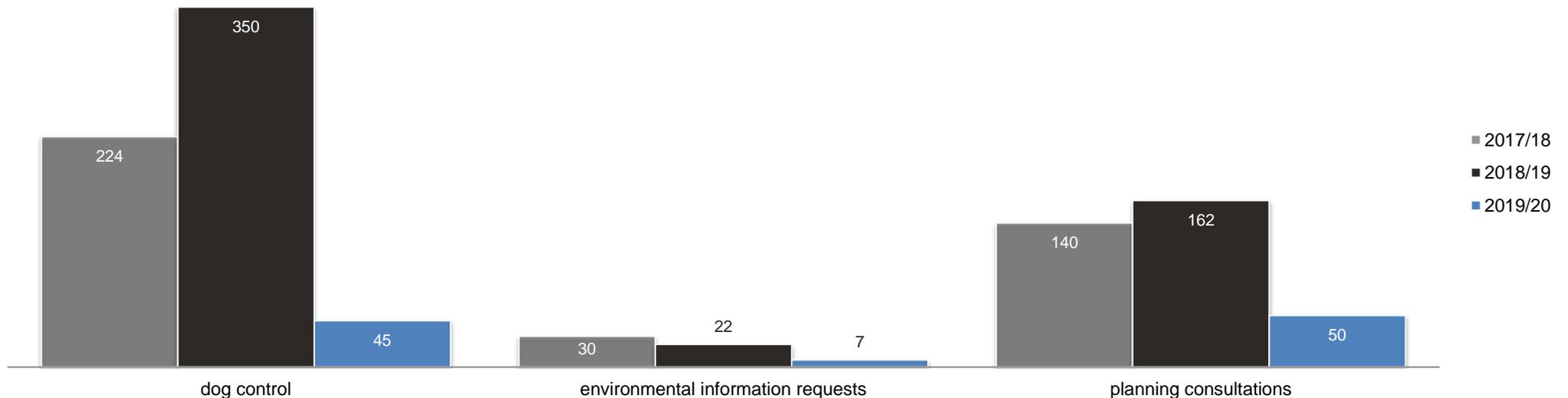


Gloucester City Council

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.

Planning work continues to grow for Gloucester City with the addition of noise and nuisances categories of planning consultations being undertaken this year. Inspections for Gloucester City Permitted sites were fully completed last year. WRS officers sitting on the DEFRA foundries technical group are currently assisting Avon Metals (A2 Process) with the process of delivering compliance with new emissions standards which will be introduced by the 2020 Sectoral Guidance note.

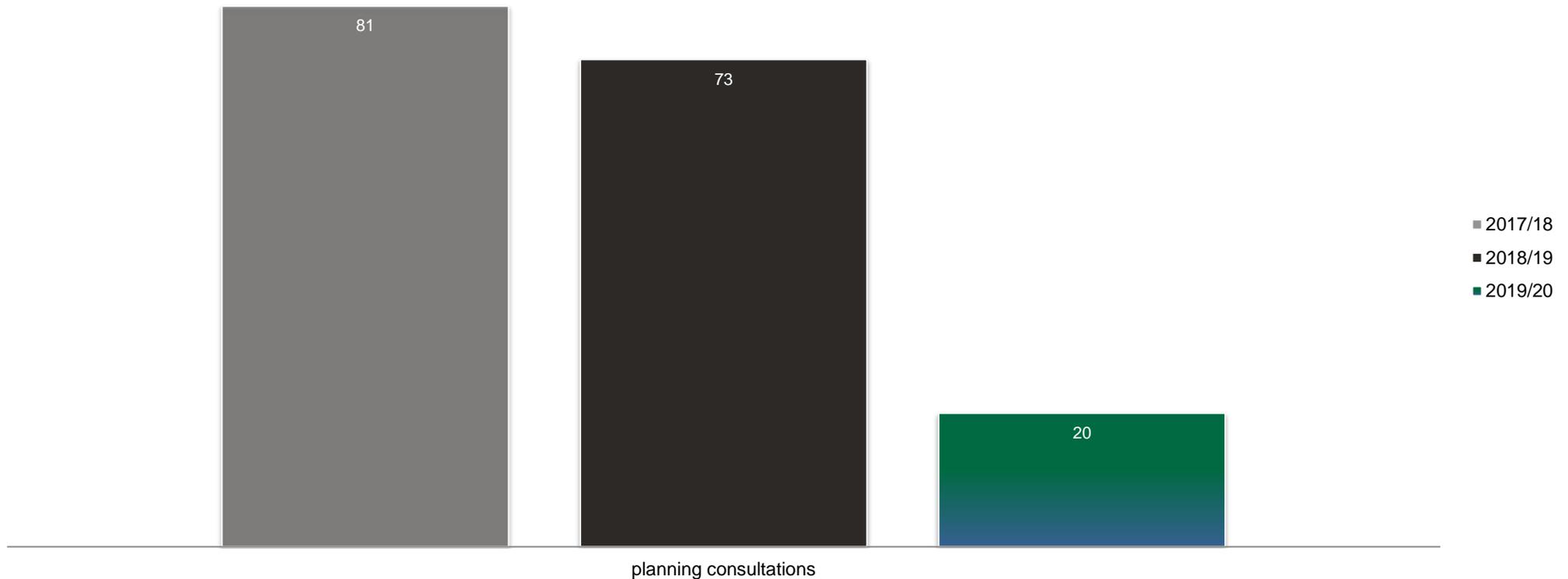
The chart (below) shows the number of cases recorded against each of the functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



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. Planning work remains steady with levels of demand representative of last year's numbers.

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. Planning work remains steady, with consultations for the last quarter being comparative to previous years work.

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.

