

## WRS Board

14<sup>th</sup> November 2019

### Activity and Performance Data Quarter 2

#### 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 Q2 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 number of food safety interventions has remained on a par with previous years. Complaints and enquiries were down over the summer compared with previous years with a notable dip in August where normally we would expect to see a peak. This has enabled officers to task allergen work into the programme.

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. Several resource intensive formal investigations are ongoing with the likelihood of legal proceedings to follow.

Environmental information requests remain low for a second quarter in a row. Such requests are commonly generated by house and land sales. It is possible that the low numbers are a direct consequence of the lack of confidence in the current property market due to the BREXIT situation although it is difficult to prove this conclusively.

The number of licensing applications received by WRS during the quarter remains broadly in line with previous years. Approximately 49% of applications related to alcohol licensing. Late spring and summer are key periods for many licensed businesses with additional activities

taking place under the auspices of temporary event notices. This is a busy time for the licensing team due to the short time limits imposed by statute for this process. A further 38% of applications related to taxi licensing.

Pollution and public health complaints received by WRS during quarter two were both lower than in the same quarters in previous years. For pollution complaints the monthly totals did not exceed 200 whereas in previous years June and July tended to have in excess of 300 complaints. The trend returned to normal for August/ September.

Despite an overall decrease in demand across the pollution category, noise complaints throughout August and September were actually up on last year. A significant number of odour complaints last year related to a particular site and the long term, extensive investigation in to this issue has now been concluded with no further complaints being received.

A reduction in the overall reactive demand has enabled officers to carry out more proactive work with the organisers of large events and festivals prior to them taking place. This has helped mitigate what, by their very nature, can be the source of significant noise issues at unsocial hours for a limited period of time. Such events often serve to boost the local economy attracting thousands of people into the County. However, your officers have to balance this with the often challenging demands of local people who regularly resist such events being held in what are normally quiet areas of the district.

For Public Health complaints, the July peak this year was almost half what it has been in the previous two years. Again we do not understand why this should be the case as the summer was not particularly bad in

The number of requests for support from planning colleagues remains significantly up in quarter 2. The graphs in the report show the large additional volume with the line representing the current year's work remaining above the previous two years and significantly above levels seen in 2017/18.

During the last quarter the team has reviewed and provided advice on over 500 potential sites for Strategic Housing and Employment Land Availability Assessment to inform the review of the South Worcestershire Development Plan. The sites were reviewed in relation to potential contaminated Land, noise and air quality impacts. It is hoped that this information will provide essential insight into the suitability of the preferred options consultation that will be made available to the public as part of wider consultation in the autumn.

Quarter 2 saw the Director of Public Health, Highways, WRS and County and district Sustainability team representatives attend the first comprehensive air quality action forum for Worcestershire. This is an exciting development and is the first time that all stakeholders have

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committed to having a role in improving health and air quality. The current project will range from improving existing EV charging infrastructure to the trialling of new air monitoring technology and public information systems. WRS has produced a report on air quality for inclusion within the Worcestershire County Council emerging EV charging infrastructure policy, and worked with the DoPH AQ Partnership Group on Public Health interventions to improve air quality.

The Technical Services Team has also participated in initial discussions with Wyre Forest District Council regarding EV charging for taxis, and has discussed air quality aspects of A38 improvement scheme for Bromsgrove with Worcestershire County Council consultants.

In relation to Contaminated Land, work continues with developers and their specialists at several major development sites including; Longbridge East Works and Foxlydiate Lane/Pumphouse Lane in Bromsgrove, and Churchfields site in Kidderminster which also included discussions on highways infrastructure changes and air quality impacts.

The Dog Warden Team has once again had a busy quarter with a total of 418 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 67 were successfully rehomed by WRS through reputable charities. Sadly 8 of the dogs collected in the second quarter were welfare cases which ranged from dogs that had severe skin conditions and soreness, to open wounds and emaciation where possible improvement notices were issued to owners. In addition to this a further 9 dogs required vet treatment for other ailments. We have also collected and boarded a dog on a commercial basis, on behalf of owners who have had to spend time in hospital and not been able to get alternative care. The owner was taken into permanent care which sadly resulted in Sam having to be put to sleep due to his temperament

## **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 it has been for some time at over 73%. Business satisfaction remains excellent at over 98%. The proportion of people who feel better equipped to deal with issues in the future following our interventions is also up on previous quarters at 63%.

The number of businesses broadly compliant and those scoring 0, 1 or 2 are the reverse of each other and are at 97.4 and 2.6 respectively, with slight variations across the districts but all above 95% and in the main above 97%.

The ratio of complaints to compliments remains positively in favour of the latter.

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The processing measure for taxi licenses is over 75% within 5 working days and all issued before the licenses expired. This has been slightly higher in the past so we will look at why this may have slipped. The figure for defective vehicles whilst in service as taxis is similar to the figure at the end of last year (30 compared to 44,) so slightly up on the half year figure last year (17.) The Licensing team have been talking to the garages doing the tests, emphasising the need to feed this information back as it is key intelligence as to how well drivers are looking after their vehicles

Unfortunately, the updated figure for sickness was not available at the time of publication of the report. A verbal update of this figure will be provided at the meeting.

Numbers of businesses allegedly not meeting the 4 licensing objectives appears slightly higher than previous years but this may be an artifact as the Intelligence Officer has amended the way this is taken from our Uniform system. The rate of noise complaints per 1000 head of population is similar to previous years.

Finally the income figure as a proportion of budget is 5.3% so far for 2019/20. As we have said previously, we have yet to fill the hole left by the loss of one of our dog related contracts worth £60,000 per annum so this is lower than we would have liked but in line with what would be expected in the circumstances.

## Contact Points

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## Background Papers

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

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## Appendix B: Table of Pls 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	73.6		
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	98.3	98.3		
3. % businesses broadly compliant at first assessment/ inspection	Annually	97.4	Bromsgrove 96.8 Malvern Hills 98.5 Redditch 95.3 Worcester City 97.5 Wychavon 97.5 Wyre Forest 98.0 Worcestershire 97.4		
4. % of food businesses scoring 0,1 or 2 at 1 <sup>st</sup> April each year	Annually	2.6	Bromsgrove 3.2 Malvern Hills 1.5 Redditch 4.7 Worcester City 2.5 Wychavon 2.5 Wyre Forest 2.0 Worcestershire 2.6		
5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly	NA	78.5		
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	6-monthly	NA	Bromsgrove 9 Malvern Hills 0 Redditch 14 Worcester City 4 Wyre Forest 2 Wychavon 1  30/1572 vehicles county-wide =1.9% of		

	fleet county-wide			fleet		
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	63		
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	10/50	22/91		
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	0.85/ FTE	Data not available at time of publication. Verbal update to be provided at the meeting.		
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	Bromsgrove 4.7 Malvern Hills 3.6 Redditch 6.1 Worcester City 5.6 Wychavon 4.0 Wyre Forest 6.5 Worcestershire 4.9	NA	
12	Rate of noise complaint per 1000 head of population	6-monthly	NA	Bromsgrove 0.66 Malvern Hills 0.64 Redditch 0.86 Worcester City 1.01 Wychavon 0.89 Wyre Forest 0.91 Worcestershire 0.85	NA	
13	Total income expressed as a % of district base revenue budget	6-monthly	NA	5.3% i.e. £160,534/3,017,000	NA	

(16/17)					
14 Cost of regulatory services per head of population (Calculation will offset income against revenue budget)	Annually	NA	NA	NA	

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