

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

# Activity Report | 2019/20



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District Council  
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CITY COUNCIL

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District Council

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Wychavon District Council  
Wyre Forest District Council

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# Foreword

Welcome to the second activity data report for 2019/20. This Summer seems to have been slightly unusual in that numbers of both food safety complaints, public health complaints and nuisance complaints were down on the similar periods in the previous two years. We are not clear why this should be as the weather was not unusually poor. This has allowed the team to focus a little more resource on other areas of work. We continue to see some fairly complex nuisance cases and have had a number of challenges over our response to some of these.

Licensing complaints and enquiries were also lower than previous years but applications were comparable in all areas.

BREXIT continues to be on our radar. The Chief Executives have agreed to allow the service access to the funding allocated in event of a no deal in order that we can work with businesses better to help with preparations. This is one off funding and we won't know what additional permanent pressures, if any, will come on the service once the BREXIT process is completed until we know the kind of deal that is finally agreed.

Work with planning teams continues to run at very high levels, well above numbers in previous years. As you'll see in the commentary, the team have been heavily engaged in supporting the South Worcestershire Development Plan.

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 Two

## Planning

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.

## Dog Warden Update

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.

## Gulls

Work to reduce the negative impact of the Gull Population continues with more businesses and residents being provided with advice on steps they can take to help contribute to this effort. The egg replacement programme for this breeding season has drawn to a close with a total of 153 nests being treated within the treatment zone, this is a reduction on the 177 that were treated last year which indicates that there has been some success in limiting breeding opportunities in the City Centre. Following the media interest last quarter a great deal of work has been conducted to explore all methods of controlling the Gull Population this has included liaison with the UK's leading Gull Expert and Natural England. Work is underway to prepare for next years breeding season, including making arrangements to conduct a full survey of the Gull Population.

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## Air Quality & Contaminated Land

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 have discussed air quality aspects of A38 improvement scheme for Bromsgrove with Worcestershire County Council consultants.

Q2 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 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.

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.

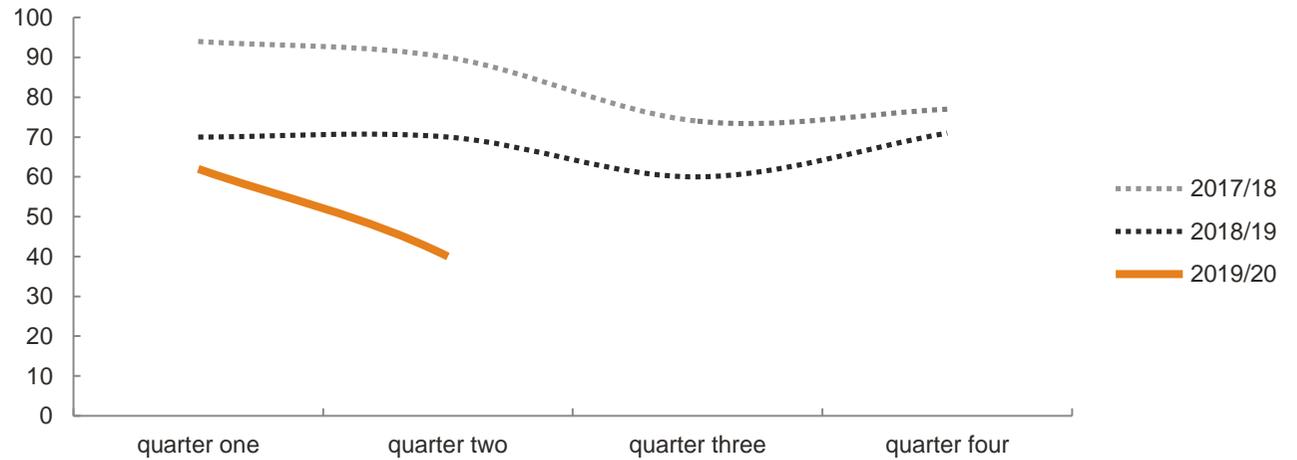
# Dog Control

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.

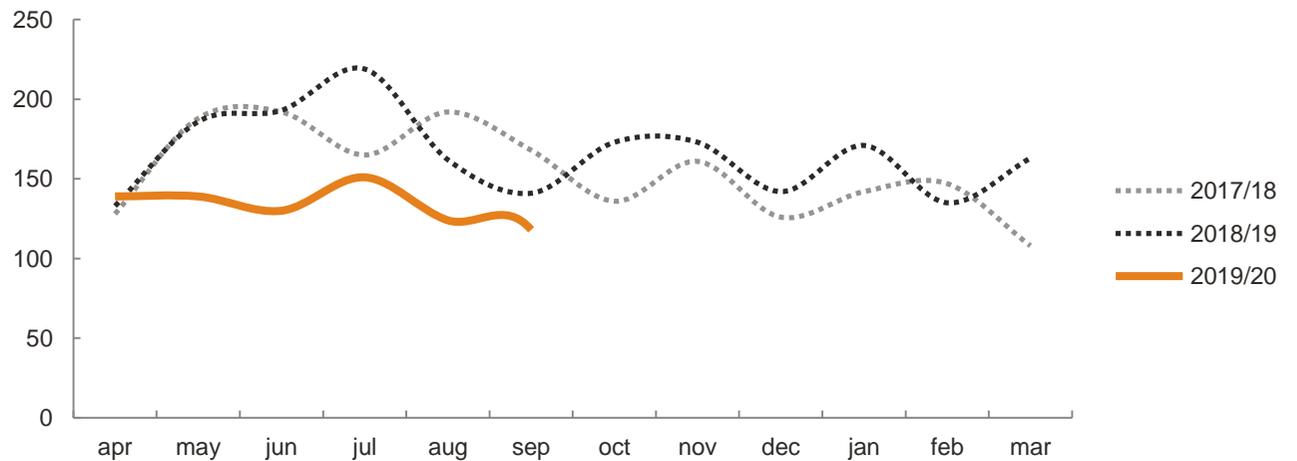
*The number of stray or lost dogs reported to WRS during this year is a reduction of approximately 22% compared to the preceeding years. The type of cases recorded remains consistent however, with 69% of reports relating to 'contained' stray dogs. This means they were found and held by, for example, a member of the public.*

*In general, WRS receives very few dog control complaints. Based on the 26 complaints received during this quarter, 12 related to fouling or persistent straying, 12 related to dangerous dogs and 2 related to welfare concerns.*

**complaints and enquiries**



**lost, found or stray dogs**



## Environmental Permitting

WRS have been busy during the second quarter advising its Primary Authority partner Wienerberger on matters of waste management at their installations in Kingsbury in Warwickshire. Officers have also successfully intervened in the enforcement actions of North Lincolnshire Council on the incorrect application of their enforcement policy with regard to Wienerberger's site at Goxhill outside of Scunthorpe. WRS is pleased to confirm that the local authority is now working constructively with Wienerberger and WRS with regard to their concerns.

The Technical Services Team are presently developing a new service specifically designed to assist companies in Worcestershire with permitted processes that require Environmental Management Systems (EMS) as part of ISO 14001 accreditation which is seen and recognised as the benchmark for quality and performance. It is hoped that Companies will take advantage of this service as it provides an opportunity to further improve environmental performance and the competitiveness of Worcestershire industries.

# Food Safety

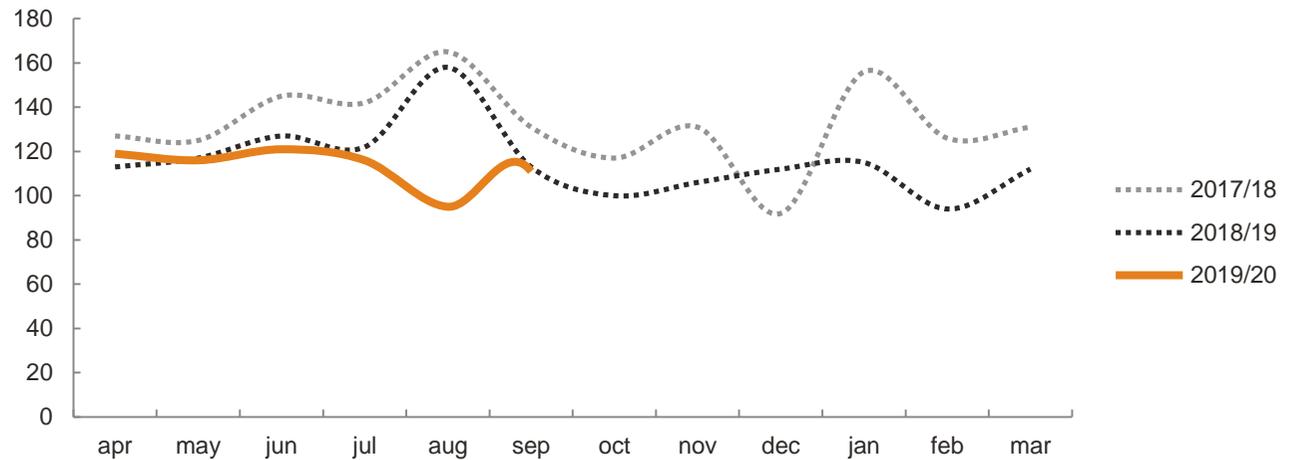
The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to food safety. Types of cases recorded under this category include complaints about food products, hygiene of premises complaints and requests for business advice. The chart (bottom right)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

*With the exception of August, the number of food safety requests received during this year is largely in line with 2018/19. Approximately 51% of cases have been complaints; with three quarters relating to food products and a quarter relating to the hygiene standards or practices at food business.*

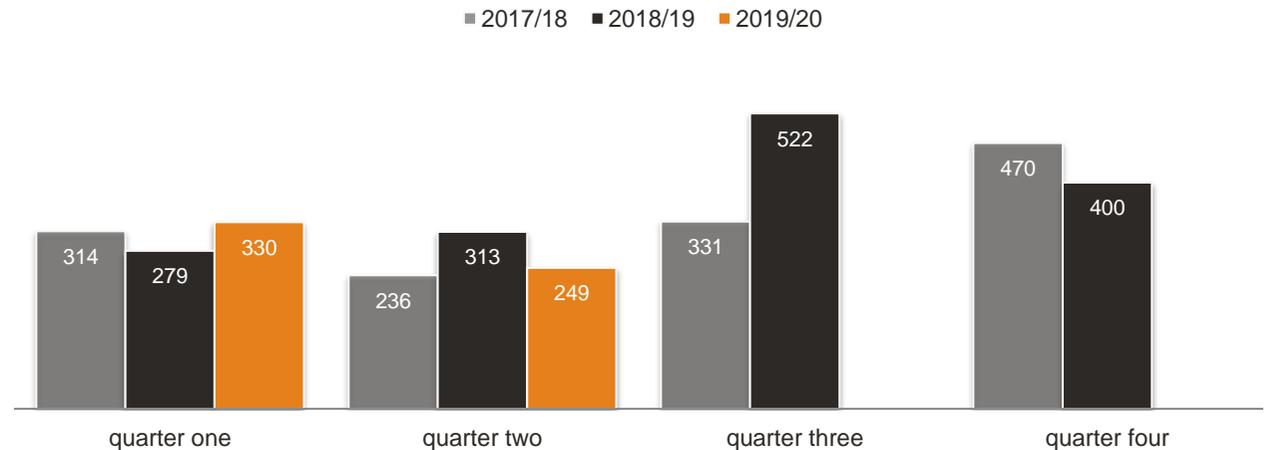
*The remaining 49% of cases have largely been enquiries, which includes requests for business advice.*

*Based on the 249 interventions undertaken during quarter two, approximately 7% led to a 'non compliant' rating. The majority of these businesses however have since been brought into compliance. Whilst the number of food safety interventions were down on Q1, total numbers achieved by the end of Q2 are broadly in line with those in previous years.*

complaints and enquiries



fhrs interventions

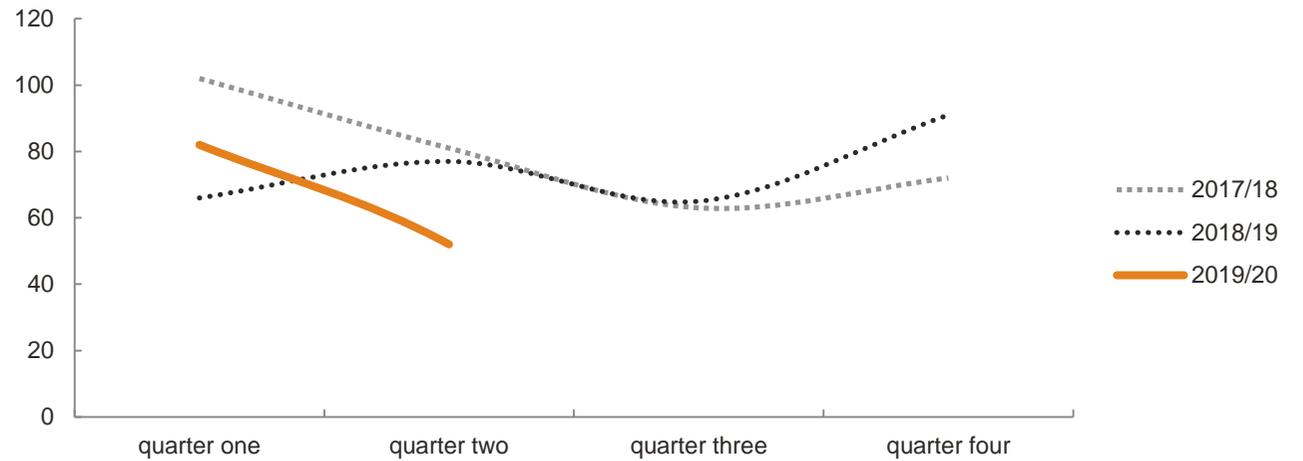


# Health and Safety

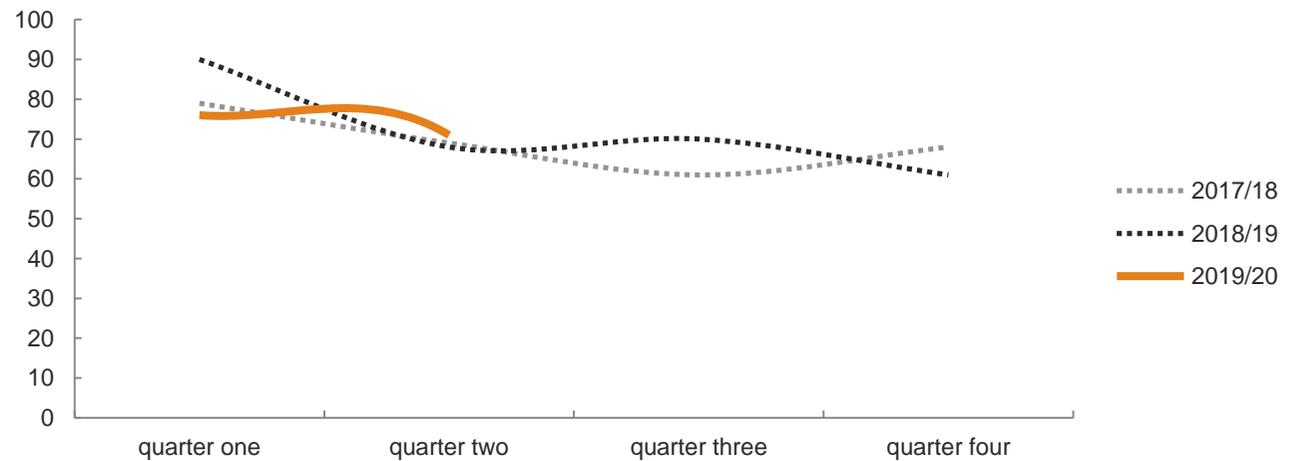
The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to health and safety. This includes requests for business advice. The chart (bottom right) shows the number of notifications received by WRS relating to accidents.

*The number of health and safety cases received during this year is broadly in line with 2018/19. There has however, been a continued decline in the number of complaints and enquiries. Approximately 52% of cases have been reports of accidents, with the greater proportion relating to injuries suffered by members of the public, or injuries leading to a worker being incapacitated for more than seven consecutive days. Based on the 52 service requests received during this quarter, 35 were complaints. It should also be noted that several resource intensive formal investigations are ongoing with the likelihood of legal proceedings to follow.*

**complaints and enquiries**



**accident reports**



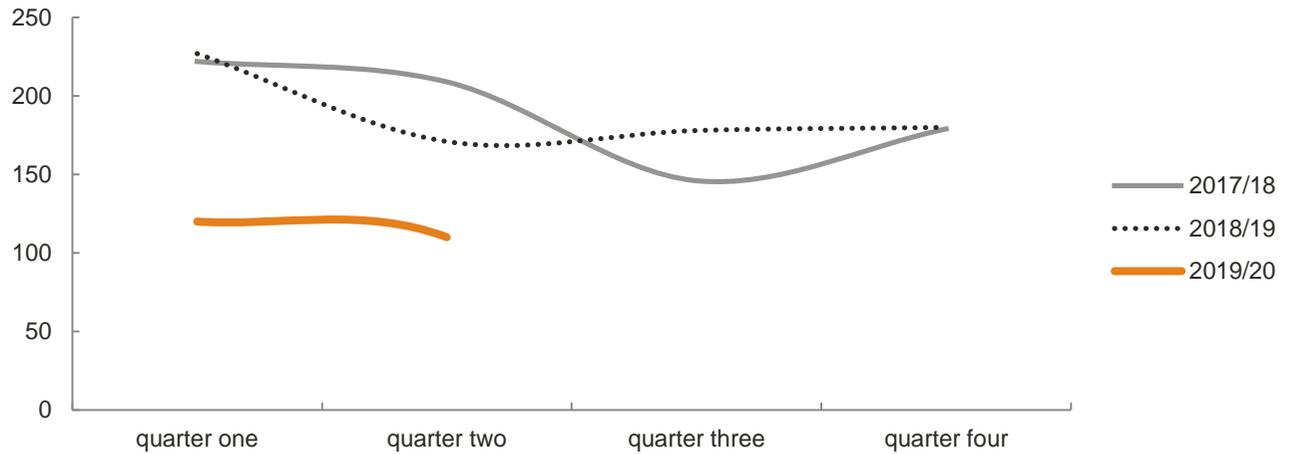
# Information Requests

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

*The number of Environmental Information Requests continues to be low, with 39 requests received during this quarter. Such requests are commonly generated by house and land sales, and it is therefore assumed that the low numbers are a direct consequence of the lack of confidence in the current property market.*



# Licensing

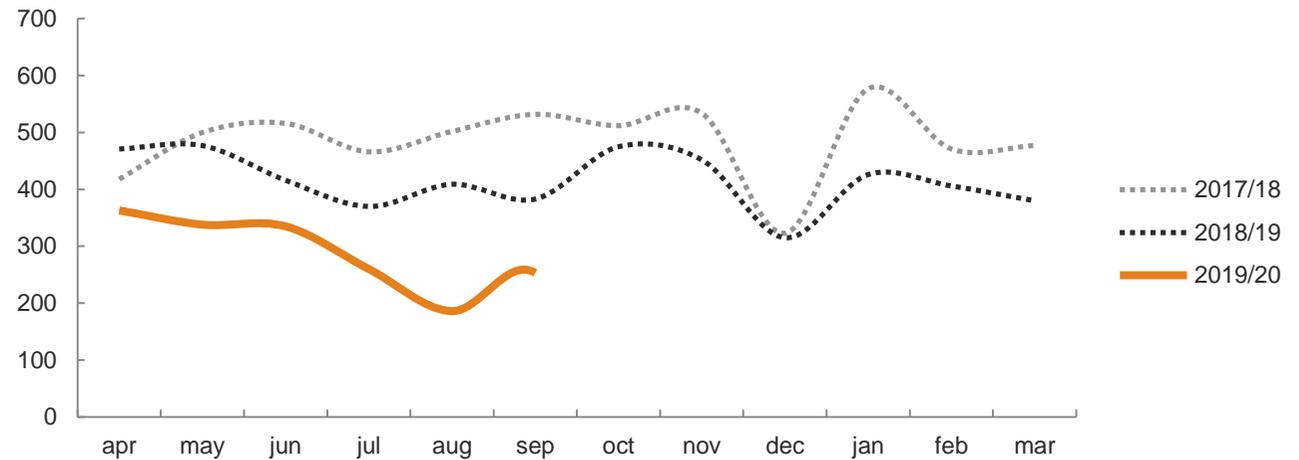
The chart (top right) shows the number complaints and enquiries recorded by WRS over a three year period relating to licensing. The chart (bottom right) shows the number of licensing applications.

Licensing complaints, enquiries and applications relate to the following;

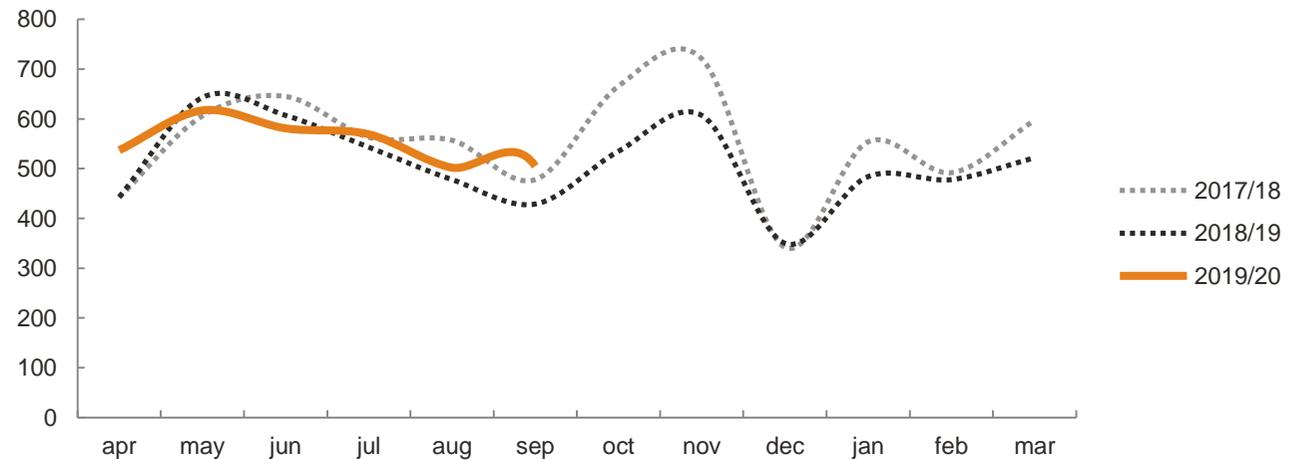
- Alcohol and entertainment (including gambling)
- Animals
- Caravans
- Scrap metal
- Sex establishments
- Skin piercing
- Street trading
- Taxis

*The number of applications received by WRS during this year is broadly similar to preceeding years. Approximately 49% of applicaitons have realted to alcohol licensing (which includes gambling), with temporary event notices accounting for three quarters of such cases. Approximately 82% of service requeests have been enquiries.*

complaints and enquiries



applications



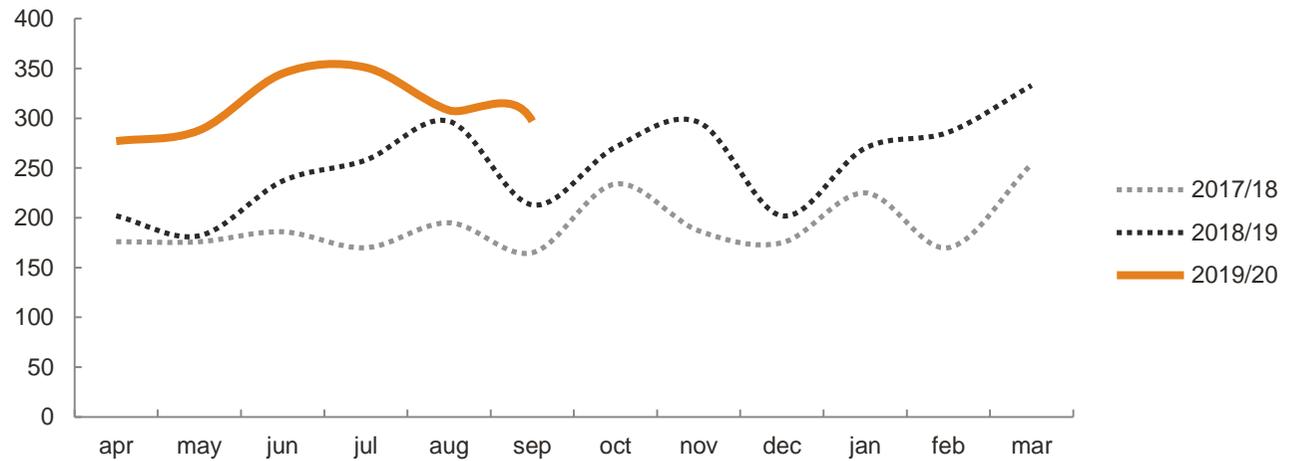
# Planning

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 this year is an increase of 34% compared to 2018/19. Approximately 90% of enquiries are consultations, with 44% relating to contaminated land, 30% relating to nuisance and 14% relating to air quality.*

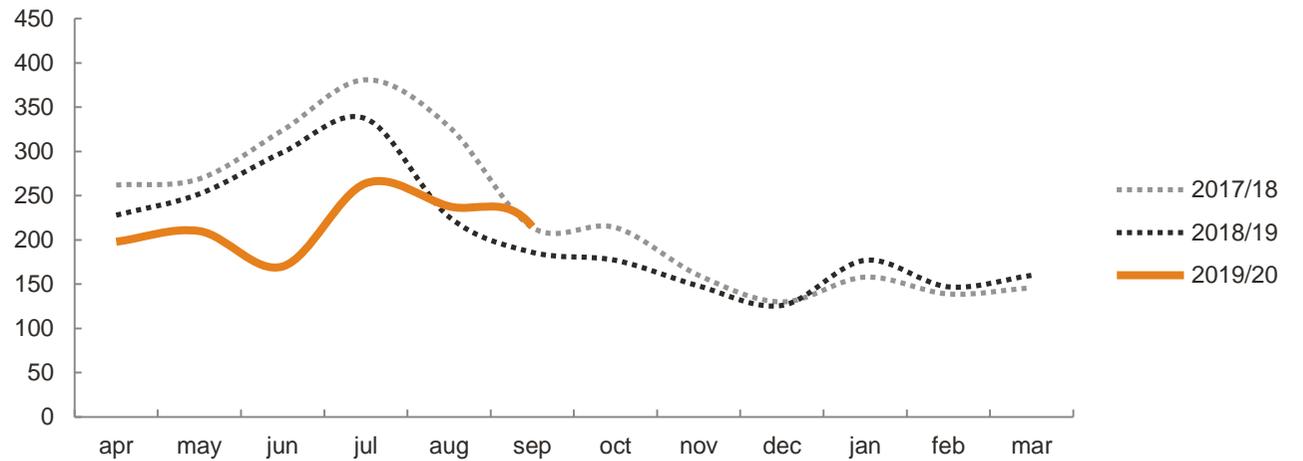


# Pollution

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.

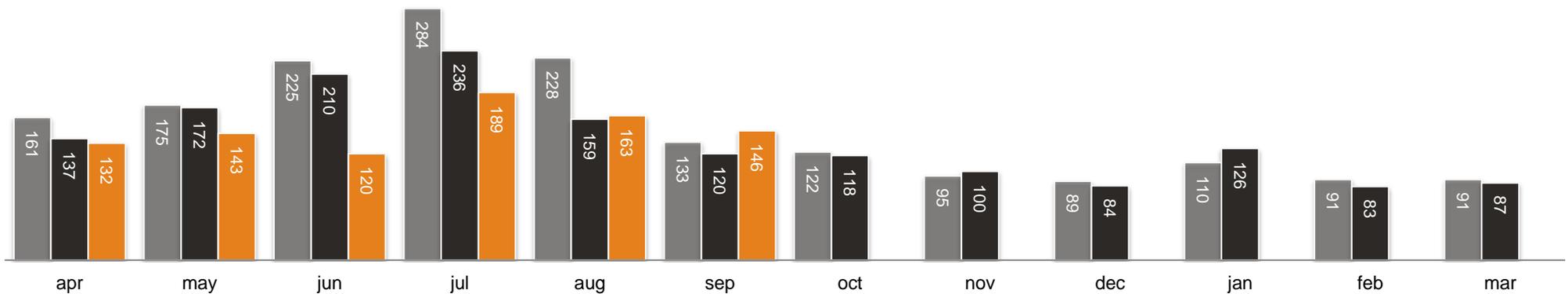
*The number of pollution cases received by WRS during the year this year is a reduction of approximately 15% compared to 2018/19. Approximately 68% of cases have related to noise nuisance, with domestic noise the most prominent subcategory. A further 15% of cases were complaints relating to smoke nuisance. The reduction in overall demand has enabled officers to carry out more proactive work with the organisers of large events and festivals prior to them taking place, helping to mitigate what by their very nature can be the source of significant noise issues at unsocial hours for a limited period of time.*

complaints and enquiries



noise

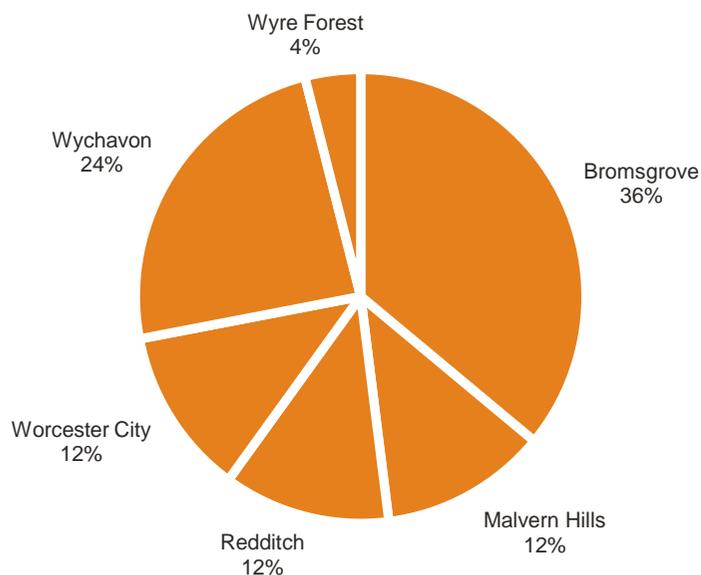
■ 2017/18 ■ 2018/19 ■ 2019/20



# 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.

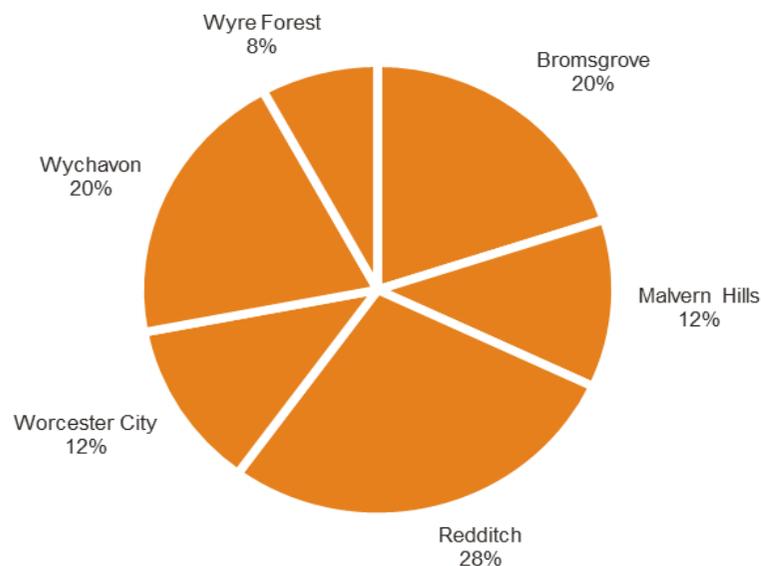
*Note: Data shown on this page represents the 'year to date' and will continue to increase each quarter until the end of year report is published.*



Ward	Total	Population	Rate
Hartlebury	11	2,936	3.75
Upton And Hanley	14	4,153	3.37
Elmley Castle And Somerville	7	2,457	2.85
Catshill North	8	2,818	2.84
Offmore And Comberton	27	9,726	2.78
Lowes Hill	8	2,888	2.77
Droitwich Central	7	2,570	2.72
West (Malvern)	11	4,112	2.68
Bredon	7	2,666	2.63
Arboretum	16	6,301	2.54
Avoncroft	8	3,242	2.47
Pershore	19	7,716	2.46
Charford	9	3,670	2.45
Barnt Green And Hopwood	7	2,866	2.44
Central (Redditch)	16	6,681	2.39
Astwood Bank And Feckenham	14	6,126	2.29
Cathedral	26	11,488	2.26
Sanders Park	8	3,559	2.25
Sidemoor	9	4,021	2.24
Norton	7	3,177	2.20
Honeybourne And Pebworth	6	2,758	2.18
Rainbow Hill	12	5,525	2.17
Dyson Perrins	10	4,666	2.14
Lodge Park	12	5,608	2.14
Belbroughton And Romsley	14	6,564	2.13

## 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 2018/19 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

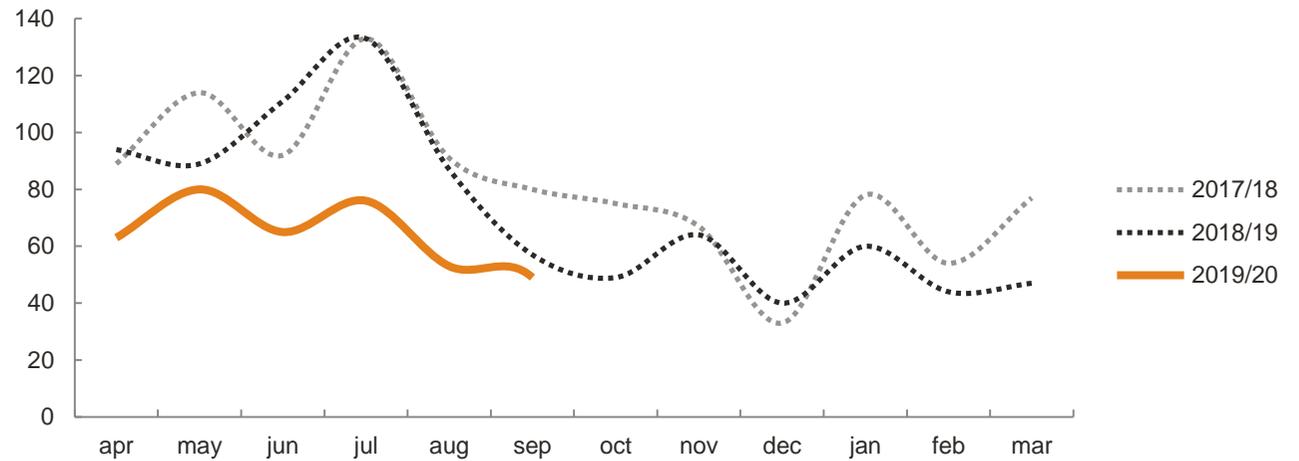
# Public Health

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.

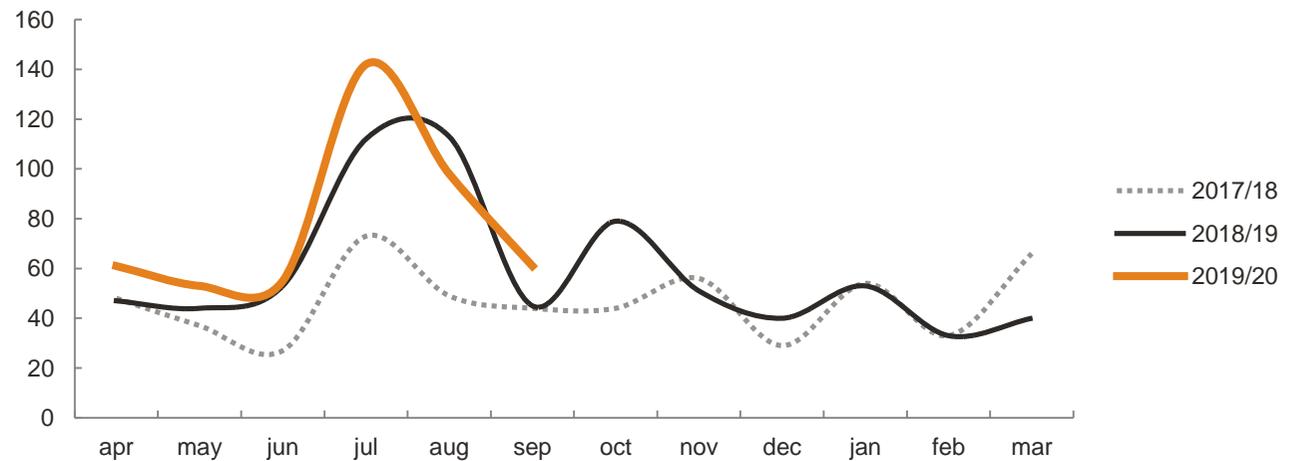
*The number of public health cases received by WRS during this year is a reduction of 32% compared to the preceding years. Approximately two thirds have cases have related to pest control, whilst 26% have related to accumulations at commercial premises.*

*Of the 470 domestic treatments undertaken during this year, 40% were due to the presence of rats and a further 40% were due to wasps.*

**complaints and enquiries**



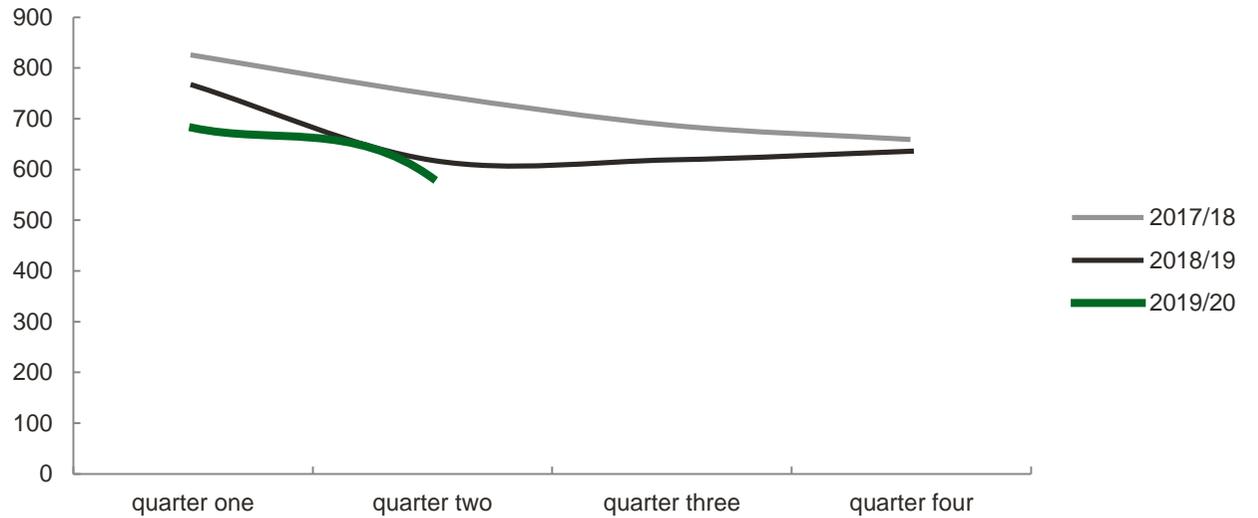
**pest control (domestic subsidised treatments)**



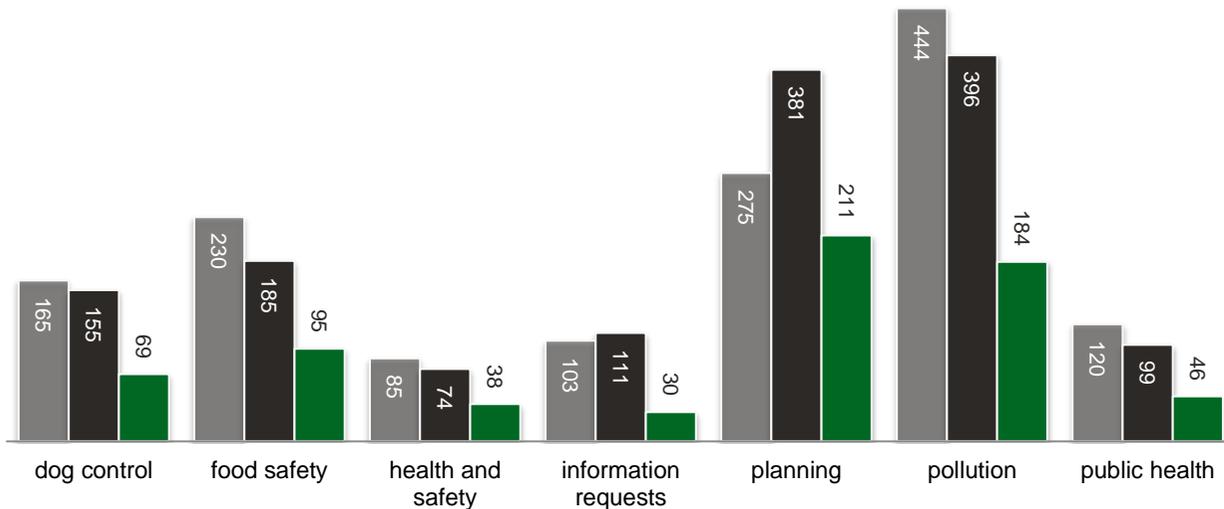


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Bromsgrove.

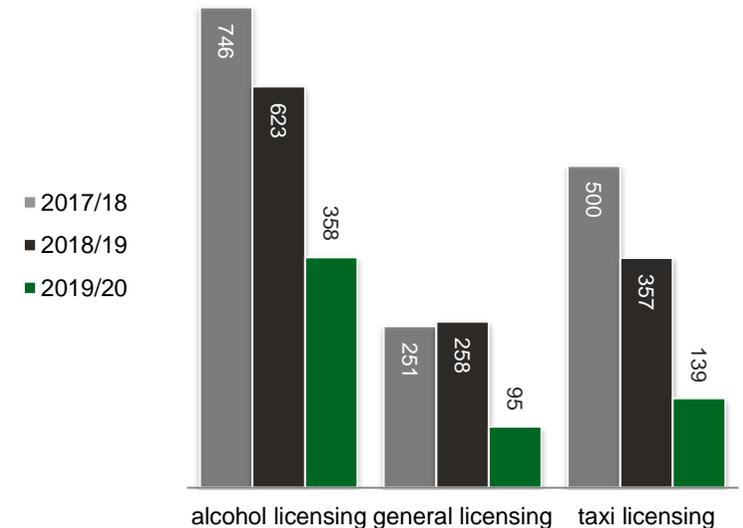
*Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2019/20 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.*



**environmental health**

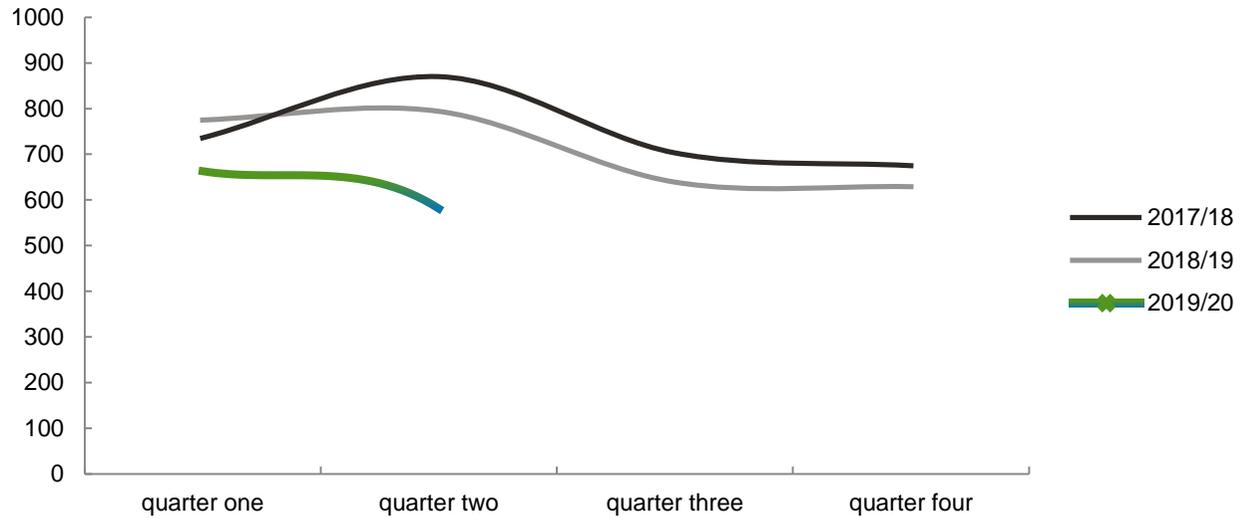


**licensing**

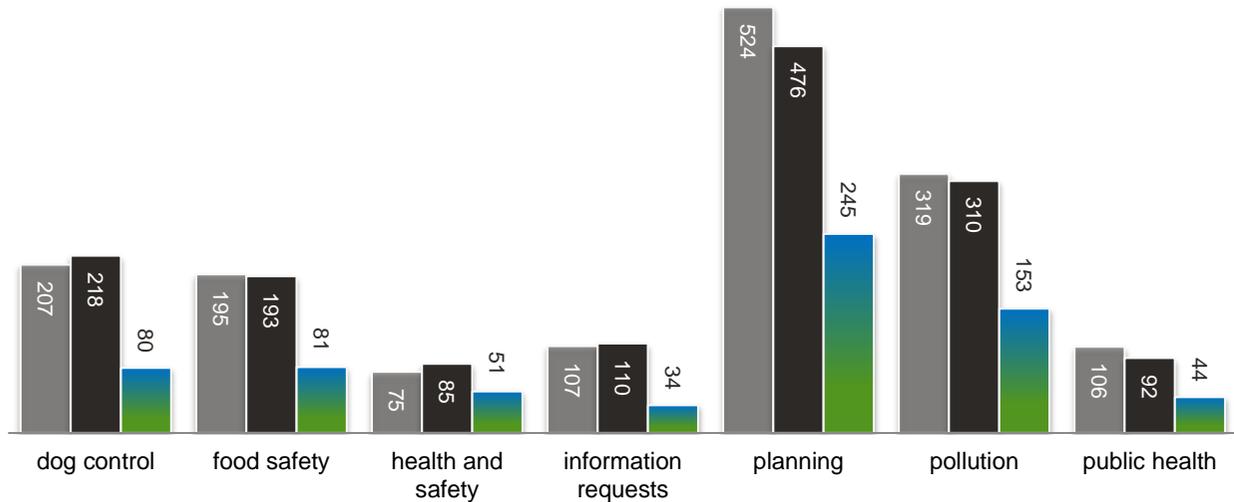


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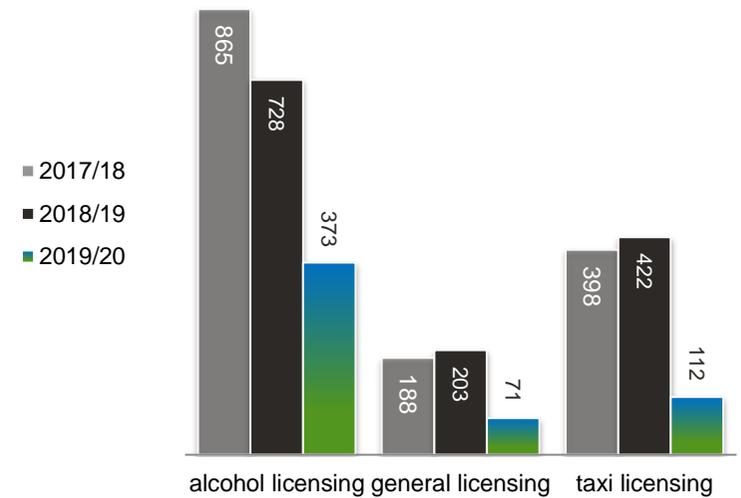
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**environmental health**

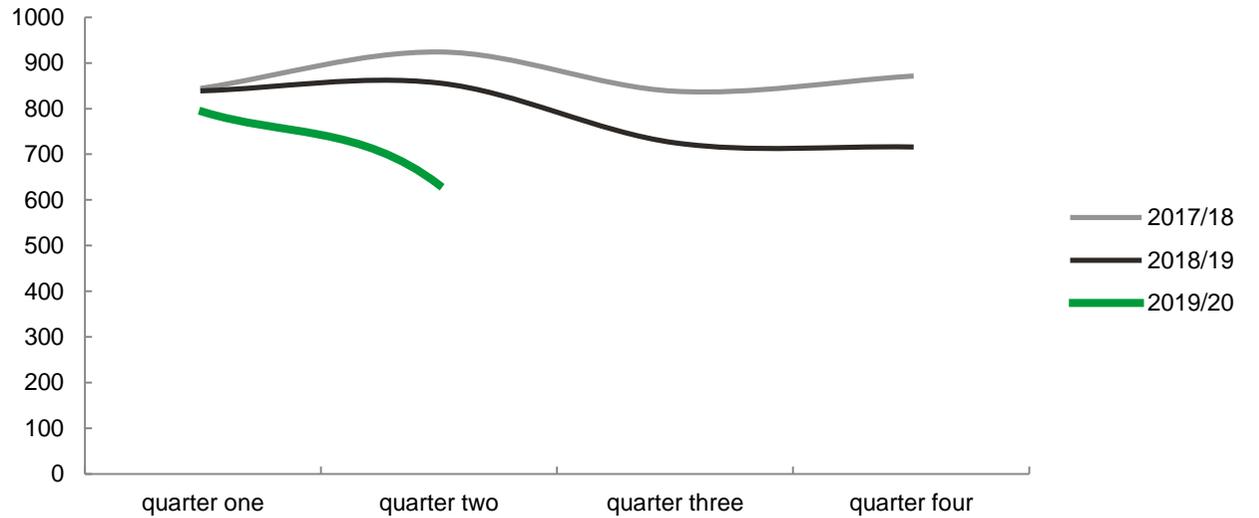


**licensing**

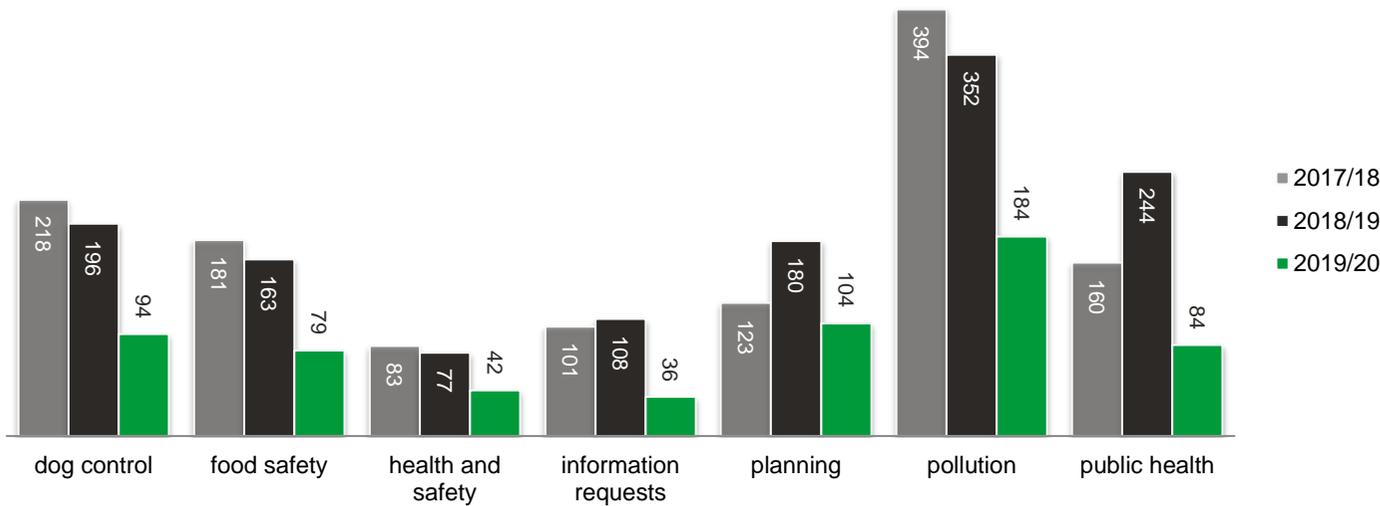


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Redditch.

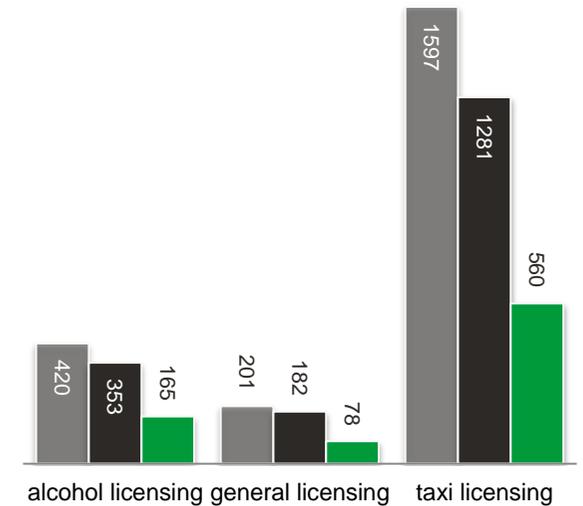
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**environmental health**

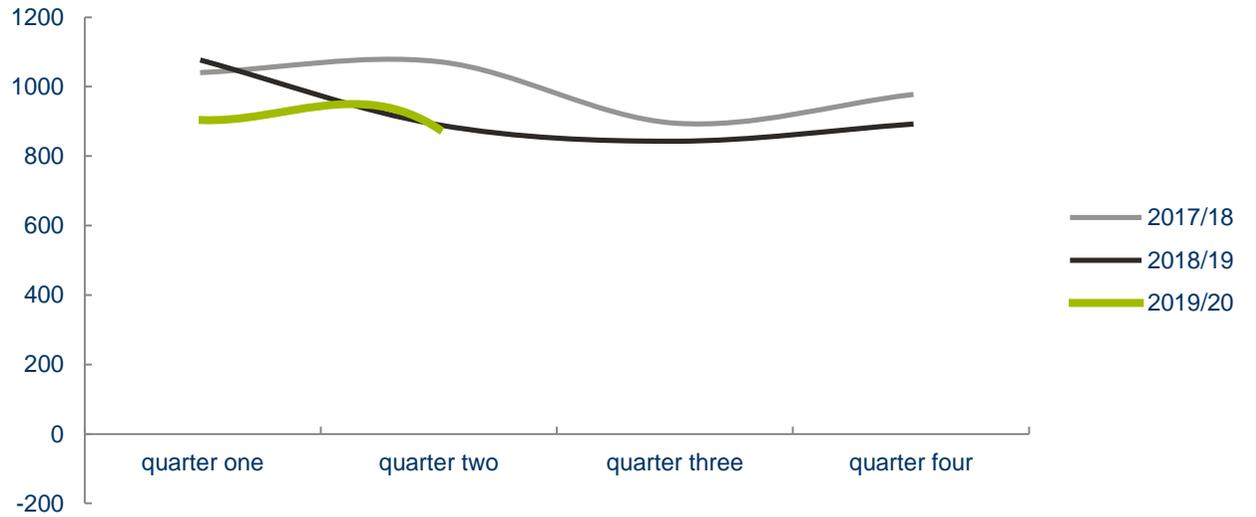


**licensing**

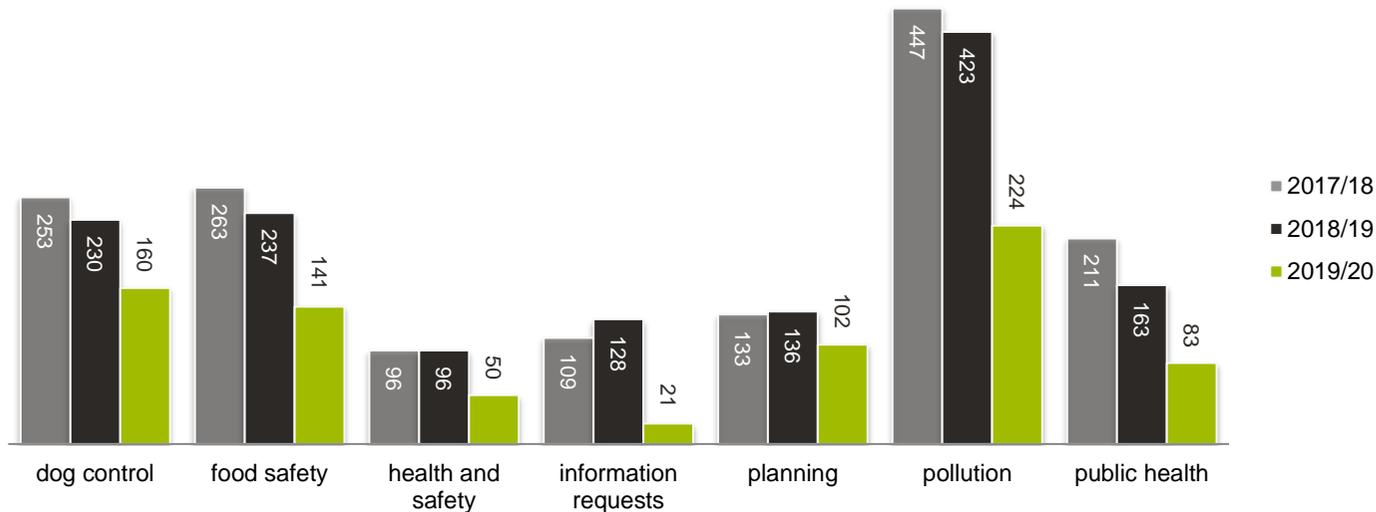


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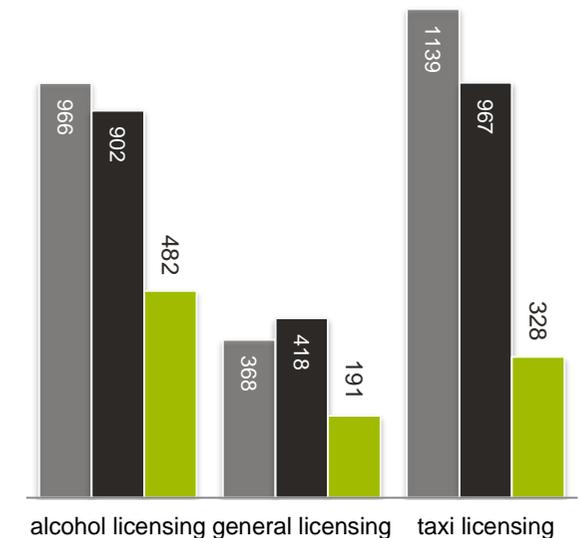
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**environmental Health**

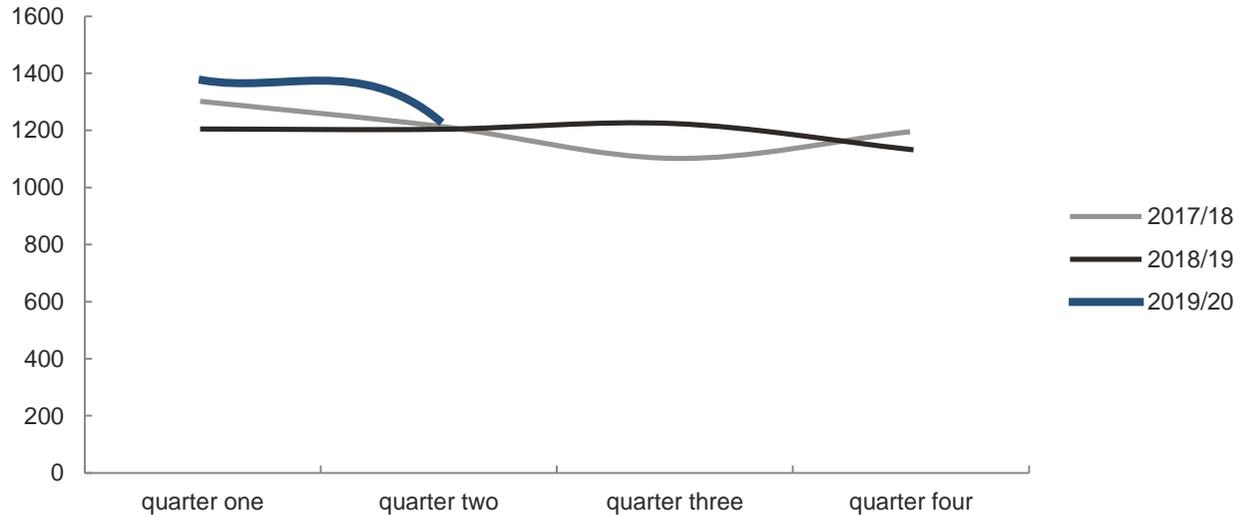


**licensing**

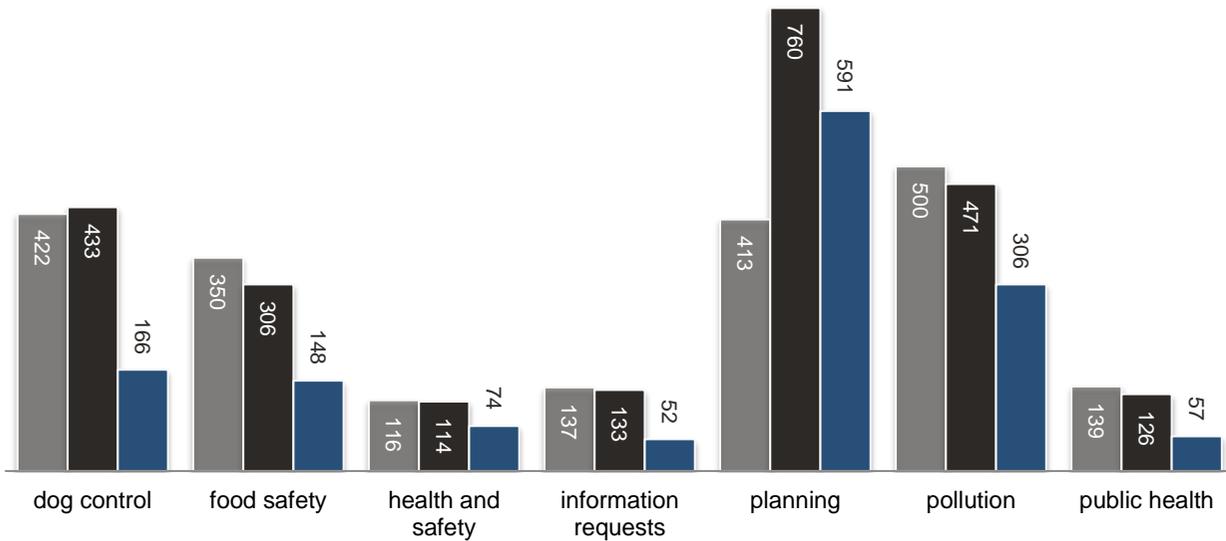


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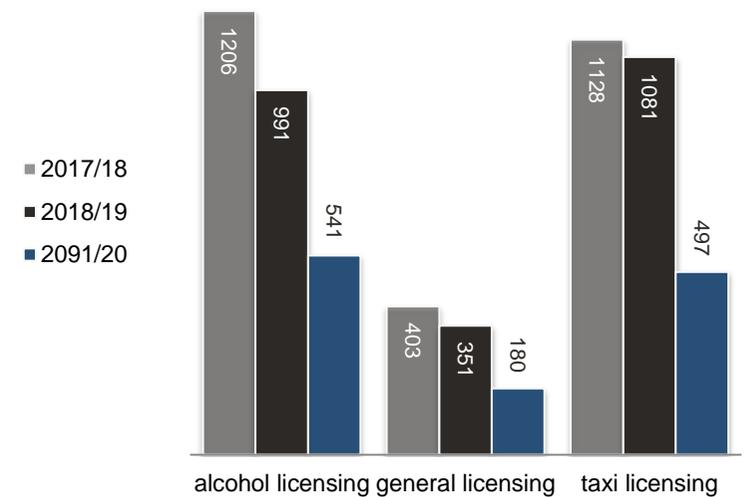
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**environmental Health**

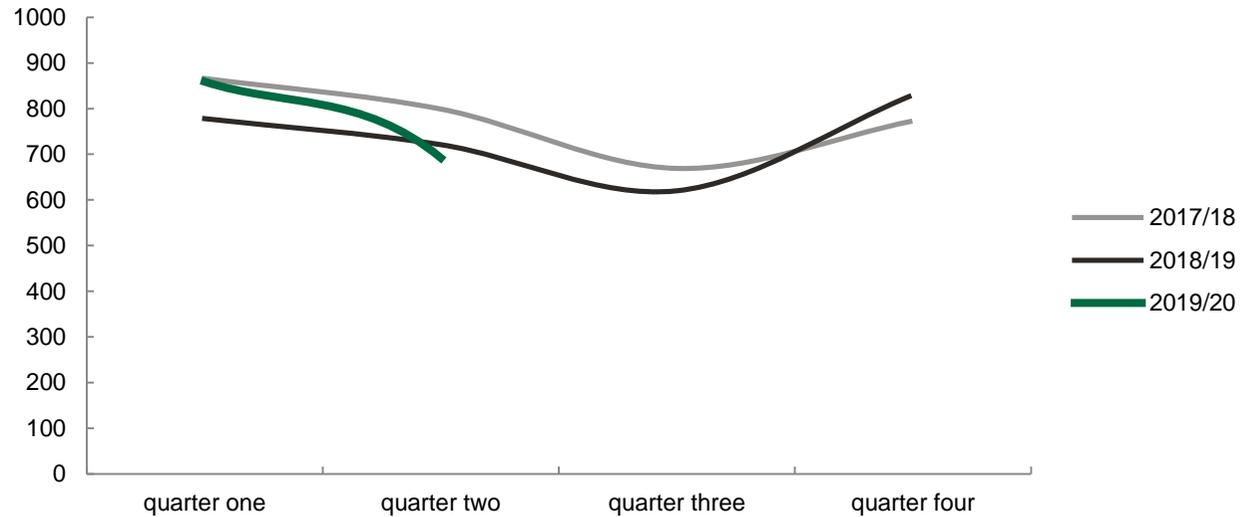


**licensing**

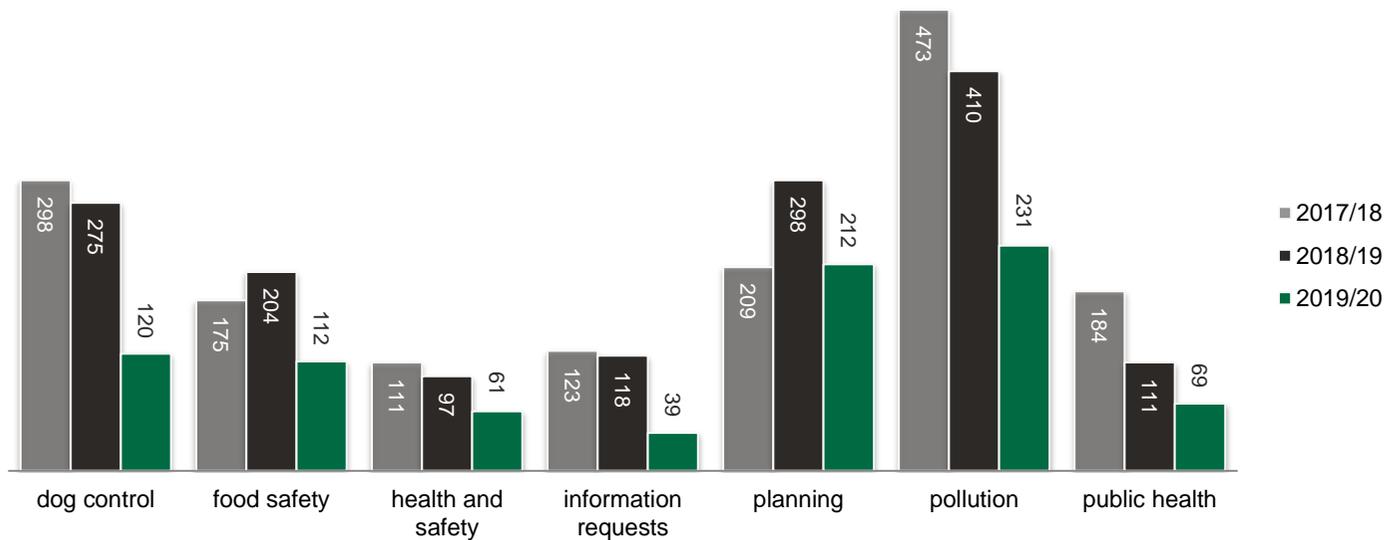


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Wyre Forest.

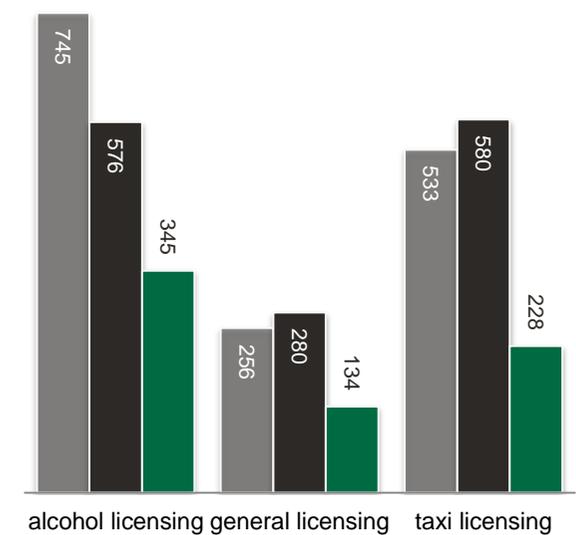
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### environmental health



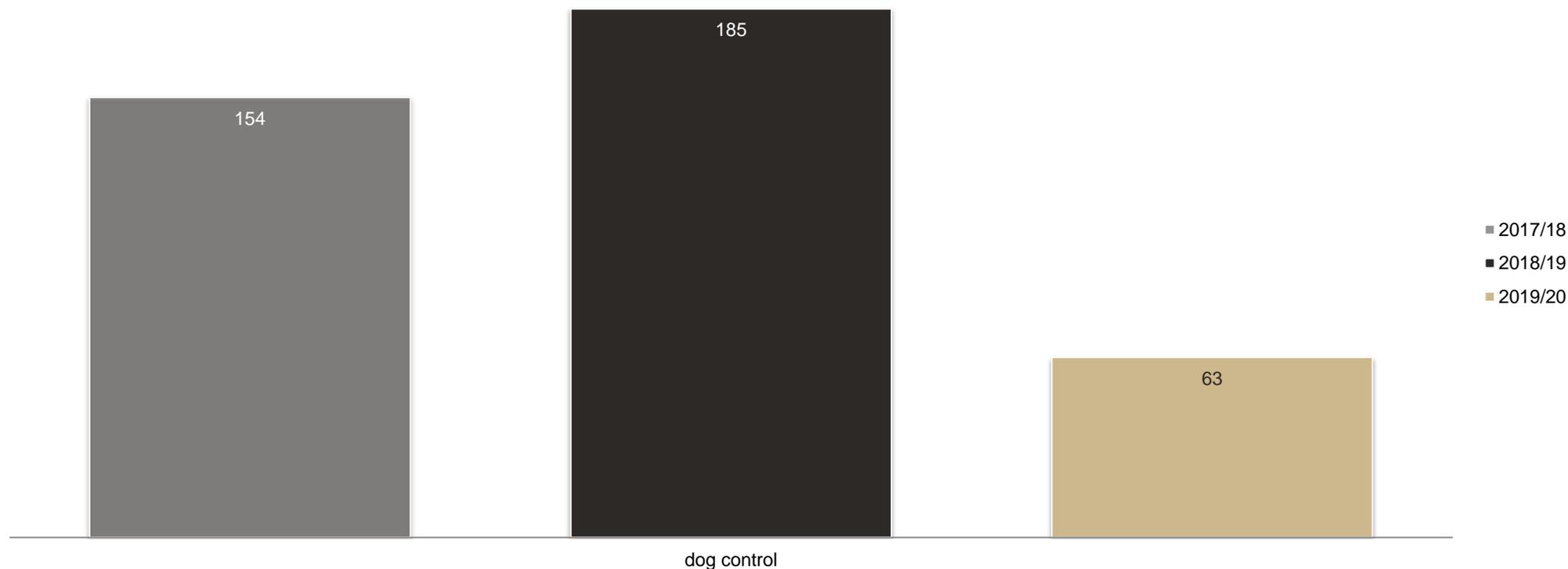
### licensing



## 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 reported remains consistent with previous years.

*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.*

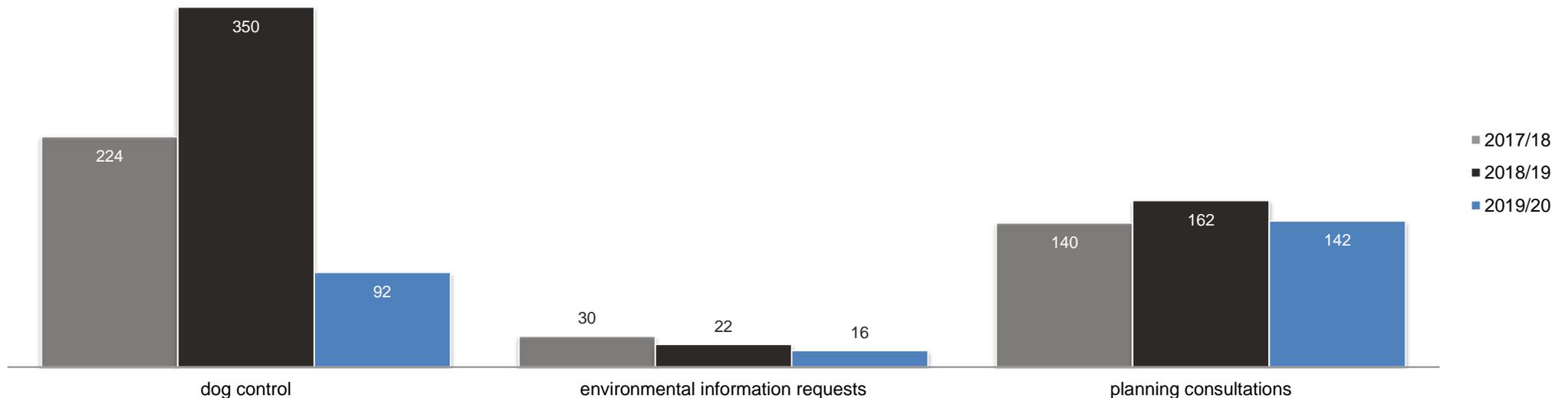


# Gloucester City Council

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.

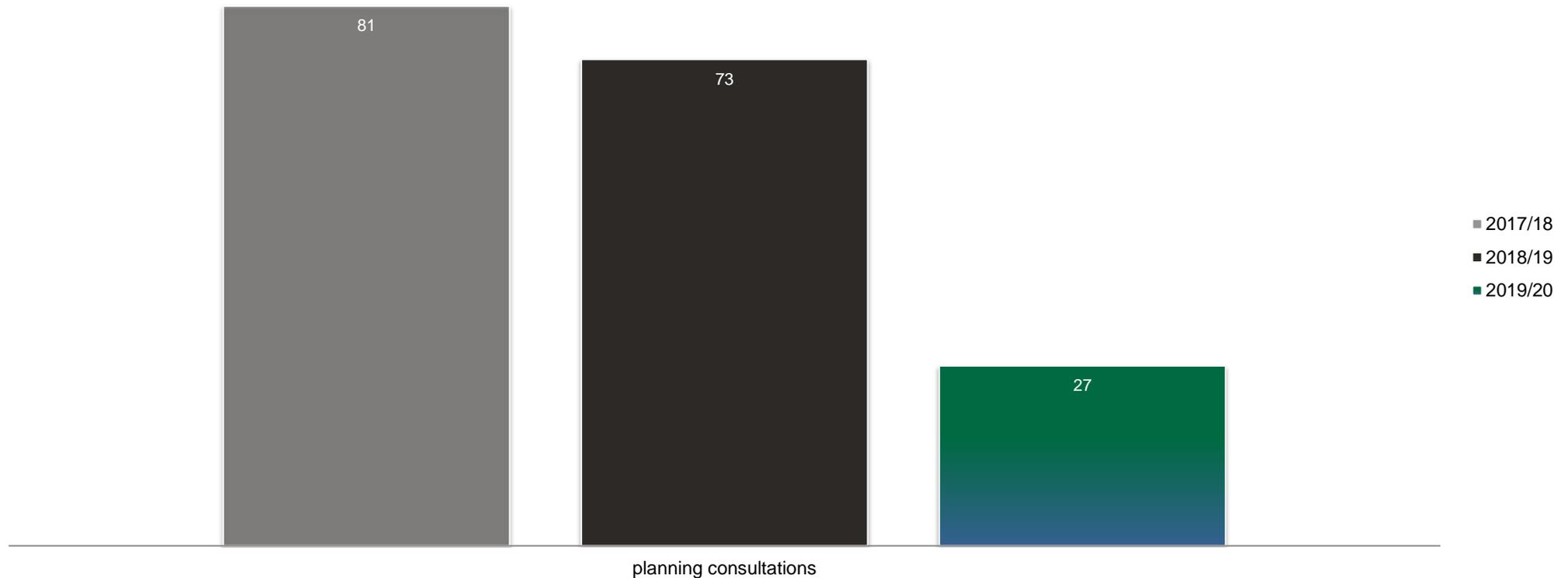
*The chart (below) shows the number of cases recorded against each of the functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.*



# 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.*

