

## WRS Board

13<sup>th</sup> February 2020

### Activity and Performance Data Quarter 3

#### 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 Q3 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 followed the trends of the summer in that they were below what was seen in previous years, albeit following a similar pattern.

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, including one fatality, with the possibility of legal proceedings to follow.

Pollution and public health complaints received by WRS during quarter 3 again remain low, albeit on the same trend pattern as previous years. Environmental information requests also remain low for a third quarter in a row.

In November the Community Environmental Health Team responded to the floods in Evesham. We contacted all affected food businesses providing pre-opening advice and support and followed up with visits to ensure that good hygiene conditions were met before they re-opened.

In preparation for Brexit your Team contacted all potential food exporters to appraise their needs in the event of a “no deal” Brexit.

Contingency plans were put in place which involved stakeholder engagement and a plan to identify where support was needed. With food products the issue is that many are high risk with short shelf life so there cannot be any delays in providing a certification service. We have provided a strategic single point of contact for Brexit work and the Food Lead within the Team has taken operational responsibility. Liaison arrangements are in place with Worcestershire Trading Standards who are responsible for Food Standards and Website information has been updated to ensure that businesses can readily access current information. Duty Officers with expertise on the export process are available to take relevant calls. WRS have also contributed to the West Midlands CEO response to Government in respect of Food Safety implications of a no deal Brexit.

A simple Caution was issued to a mobile food business in the north of the county for food hygiene contraventions and several nuisance cases are working their way through the legal system including two regarding barking dogs, one in respect of the accumulation of dog faeces in a domestic garden and others for dark smoke emission and noise from a car wash.

Licensing has had a very busy quarter with a number of partnership working initiatives taking place alongside planned enforcement activity.

WRS were asked, and took up the opportunity, to work with the West Midlands Safari Park on testing their emergency plan. We helped arrange and facilitate a number of exercises with a variety of stakeholders including the police, fire and rescue, highways and local authority representatives to name a few with a view to test the plan of action in an emergency situation.

December saw us asked again to carry out enforcement work at the Victorian Christmas Fayre which, like previous years, received a very positive response from all involved. This has been beneficial to both officers at WRS and those involved in the organisation of the fayre.

In October WRS licensing officers undertook a test purchase plying for hire exercise in Worcester City Centre. The exercise was arranged in response to concerns being raised by Worcester licensed HC drivers that vehicles and drivers licensed by neighbouring LA were operating illegally in Worcester City Centre. The exercise consisted of officers approaching HC/PH vehicles who were not licensed by Worcester City and who appeared to be parked in and around the city centre waiting for a booking. Upon approaching the vehicle officers explained to the driver that they had not made any booking and asked to be taken to a pre-arranged destination. Upon arrival at the destination the driver was greeted by two further licensing officers, who informed him that he had just picked up two licensing officers illegally and that he would be reported for the offence of plying for hire and no insurance. On that evening officers undertook two un-booked journeys by two WDC licensed drivers, both drivers are being reported to WC for further legal action.

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December saw Technical Services officers reporting on the first phase of Worcester City's Low Emissions Strategy, with commitments given to explore the feasibility of introducing emissions standards for taxis, the procurement of council vehicles that have ultra low emissions to development of EV charging infrastructure in the community and council car parks.

Work was also undertaken to gather additional traffic data for the purpose of Modelling the air quality around the crossroads junction of Comberton Hill and Chester Road, Kidderminster; this is to facilitate accurate modelling to determine whether the council needs to consider taking further action to address any air quality issues in the area. It is anticipated that the modelling work will be completed in Q4.

As part of the Director of Public Health Air Quality partnership group on Public Health interventions to improve air quality, Officers have begun exploring methods of improving access to local air quality information for residents and are currently engaging industry experts on the development of a service to residents.

On going work continues with developers and their specialists at the Longbridge East Works where preparation of the land is being completed in several stages to ensuring that the land is suitably cleaned and developed safely for future residents.

WRS officers have been commissioned to advise Worcester City Council on the management of the land contamination at the old Sansome Walk Swimming baths that are scheduled for demolition later on in 2020.

The Dog Warden Team has once again had a reasonably busy quarter with a total of 326 dogs being reported to us as strays many of which have spent time at our kennels or vets. Of these over 200 were reunited with their owners and a further 67 were successfully rehomed by WRS through reputable charities.

Sadly, this quarter saw 4 welfare cases come in and one dog was identified to be a banned breed and was therefore required to be put to sleep. In addition to this a further 9 dogs required vet treatment for other ailments.

We have also collected and boarded two dogs and a cat on a commercial basis, on behalf of owners who have had to spend time in hospital and not been able to get alternative care. Sadly, the owner of one of the dogs passed away whilst her dog was in our care. We have since re-homed the dog to a member of the family.

The owner of the dog and the cat has now returned home, however due to an ongoing medical condition with the dog we have arranged for the dog to be rehomed by us to ensure the best care for the dog, the cat has recently been returned to the owner.

## Performance

In quarter 3 there is more limited reporting of the indicators.

In general, we have performed well against the agreed set. The percentage of service requests where a resolution is achieved to customer satisfaction remains at around 73%. Business satisfaction remains excellent at 97.6%. The proportion of people who feel better equipped to deal with issues in the future following our interventions is also remains reasonably stable at 62%.

The number of businesses broadly compliant and those scoring 0, 1 or 2 are the reverse of each other and are the same as the last quarter at 97.4 and 2.6 respectively.

The ratio of complaints to compliments remains positively in favour of the latter. Staff sickness remains relatively low at 3.82 days per FTE and in line with last year.

## Contact Points

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## Background Papers

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

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	73.5	
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	98.3	98.3	97.6	
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	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	2.6	
5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly	NA	78.5%	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	Bromsgrove 9 Malvern Hills 0 Redditch 14 Worcester City 4 Wyre Forest 2 Wychavon 1  30/1572 vehicles county-wide =1.9% of fleet	NA	
7 % of service requests where	Quarterly NB: fig is cumulative	58.6	63	62	

	customer indicates they feel better equipped to deal with issues themselves in future					
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	10/50	22/91	34 /138	
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	0.85/ FTE	2.91/ FTE	3.82/ 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	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 (16/17)	6-monthly	NA	5.3% i.e. £160,534/3,017,000	NA	
14	Cost of regulatory services per head of population (Calculation will offset	Annually	NA	NA	NA	

income against revenue budget)					
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