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

# Activity Report | 2019/20



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Worcester City Council  
Wychavon District Council  
Wyre Forest District Council

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# Foreword

Welcome to the third activity data report for 2019/20.

Quarter 3 has seen numbers of food safety, public health and nuisance complaints down on the similar periods in the previous two years albeit, in the main, in line with the normal trend patterns. Give that the Summer was quiet for no obvious reason, we can only assume that this year has been a relatively quiet year generally. We do continue to see some fairly complex nuisance cases and have had a number of challenges over our response to some of these. Officers are also dealing with a fatality, although there is some one-gonig discussion over whether it sit with us or the HSE.

Licensing complaints and enquiries were also lower than previous years but applications were comparible in all areas. Planning continues to create a high level of demand although there was a slight dip in demand in November. The Technical Services team continues to be heavily involved with planning colleagues across Worcestershire but also servicing contracts with other local authorities further afield.

By the time you read this, the UK will officially have moved into the transition period for our departure from the EU. Parliament has ratified the agreement and all seems to be moving forward. Our own preparations for supporting food busineeses continue to develop. Officers have spoken to over 100 exproters about what they might need and 25 have been identified as potentially high volume exporters of highly perishable products, needing particularly intensive support in terms of certification of consignments. We will keep members informed of how this work is progressing.

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



# Headlines - Quarter Three

## Dog Warden Update

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 rehomed 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.

## Licensing Update

Licensing have 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 executing their emergency plan. We helped arrange and facilitate a number of exercise's 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 a 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.

During April, MHDC LSC made the decision to revoke the licence of a dual HC & PH driver on Medical grounds. The driver had been referred to the LSC as he was unable to meet the “group 2 medical standards” as required by MHDC, due to the onset of dementia. Upon listening to the case members made the decision to revoke his dual hackney carriage and private hire drivers licence.

The driver exercised his right of appeal, lodging an appeal with the Magistrates courts against the decision of the LSC. On 19 July 2019 the Magistrates at Worcester considered the drivers appeal and upon listening to all of the evidence present by the driver and WRS on behalf of MHDC dismissed the appeal, upholding the decision of the LSC.

The driver exercised his right of appeal against the decision of the Magistrates court, lodging an appeal to the Crown Court against the decision of the Mags. On 4 Oct 2019 Worcester Crown Court considered the drivers appeal and upon listening to all of the evidence present by the driver and WRS on behalf of MHDC again dismissed the appeal, upholding the decision of Mag's and the original decision of MHDC's LSC.

Finally Worcester City Council successfully prosecuted a taxi driver who refused to carry an assistance dog earlier this year. The driver arrived to collect a pre-booked fare but then refused to pick up his blind passenger as they had an assistance dog with them and he claimed to suffer from allergies that meant he could not carry the animal. Despite his claims, he had never requested a certificate from the Council exempting him from the requirement to carry assistance dogs on medical grounds.

### **Community Environmental Health Update**

In November the 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.

Your Officers remain engaged in several long standing and complex health and safety investigations with another fatality and a near miss being reported this quarter.

The team also showcased the work done to date with the Worcestershire LEP and local food businesses and producers in creating the Worcestershire Food and Drink Association at the London HQ of the Department for Business, Energy and Industrial Strategy at their Best Business for All conference.

## Air Quality & Contaminated Land

December saw 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.

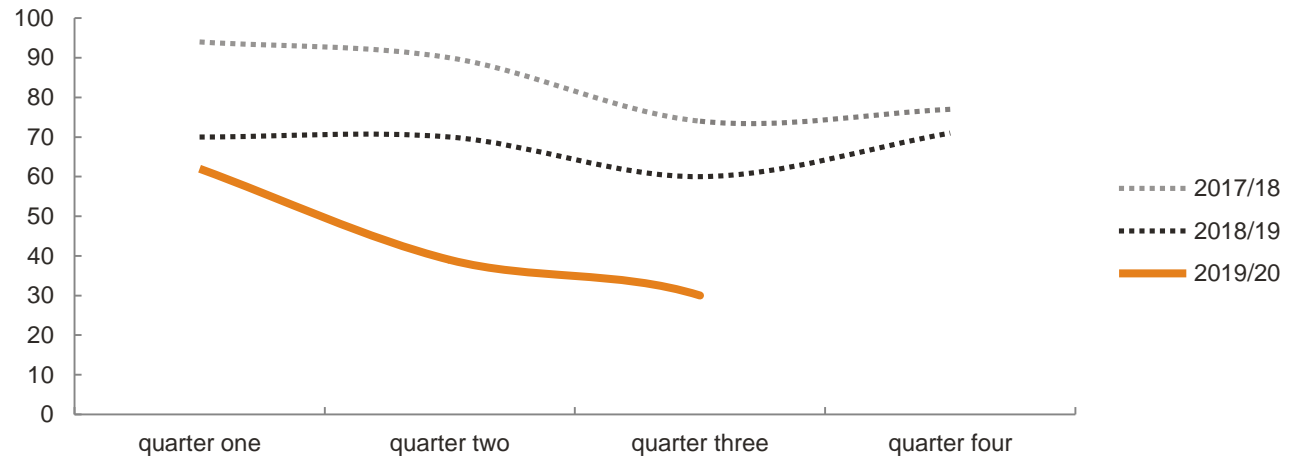
# Dog Control

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.

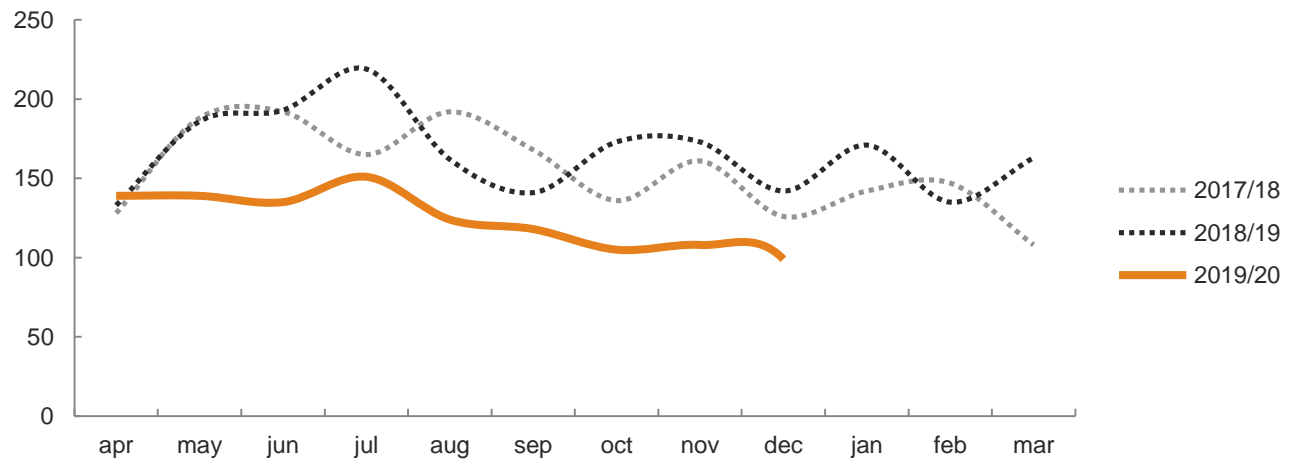
*The number of stray or lost dogs reported to WRS continues to decline with the number recorded this year a reduction of between 23% and 26% compared to previous years. The type of cases recorded remains consistent however, with 67% relating to 'contained' stray dogs. This means dogs were found and held by, for example, a member of the public.*

*In general, WRS receives very few dog control complaints. Based on the 94 complaints recorded in the year to date, 42 related to dangerous dogs, 40 to fouling and persistent straying and 12 related to welfare concerns.*

**complaints and enquiries**



**lost, found or stray dogs**



# Environmental Permitting

The majority of inspection work has been completed for Worcestershire businesses for this year including Gloucester City's permits. The finance departments will be informed of the new charging structure in March ahead of the new financial year. It is anticipated that there will be no immediate change in statutory charging regime for 2020-21 however it is understood that a review will take place at some juncture next financial year.

## *Primary Authority*

Last quarter saw officers undertaking further auditing at Wienerberger's Sandytoft tile works in North east Lincolnshire. We have also been auditing their Environmental management Systems. Officers have also been training Newport Council staff in South Wales as the new link authority for Cemex in the principality.

## *Contract Work*

DEFRA hold WRS permitting team in high esteem and we were flattered when requested if we could undertake paid permitting work on behalf of the Gibraltar Authority. Over the Christmas period officers have been preparing the permit for the main dockyard for the territory which has large solvent based processes. It is anticipated that the permits will be issued in February 2020.

Commercial work continues as we deliver permit application work for several NHS trusts (Warwick, Royal Devon & Exeter and Yeovil) to ensure that they comply with the Medium sized Combustion Plant directive. Following a submission of a bid to undertake MCP compliance work on behalf of the Ministry of Defence in early October WRS officers met with the DIO (Defence Industry Organisation) in December to discuss the development of internal technical guidance for the MoD. WRS is optimistic that this will take place in Q4.



# Food Safety

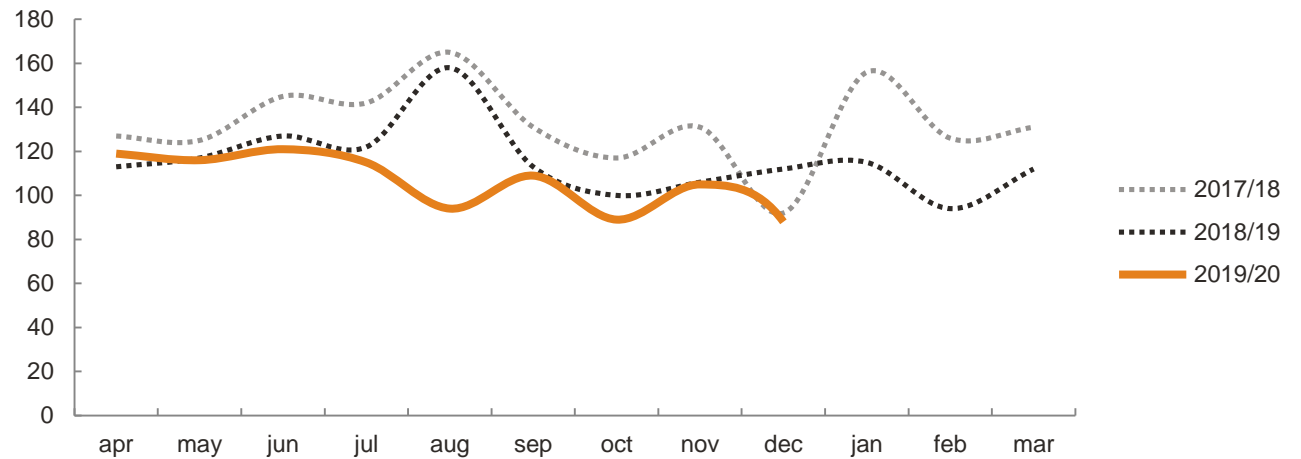
The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to food safety. Types of cases recorded under this category include complaints about food products, hygiene of premises complaints and requests for business advice. The chart (bottom right) 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 has been largely in line with 2018/19. Approximately 50% of cases have been complaints; with three quarters relating to food products and a quarter to hygiene concerns at food businesses.*

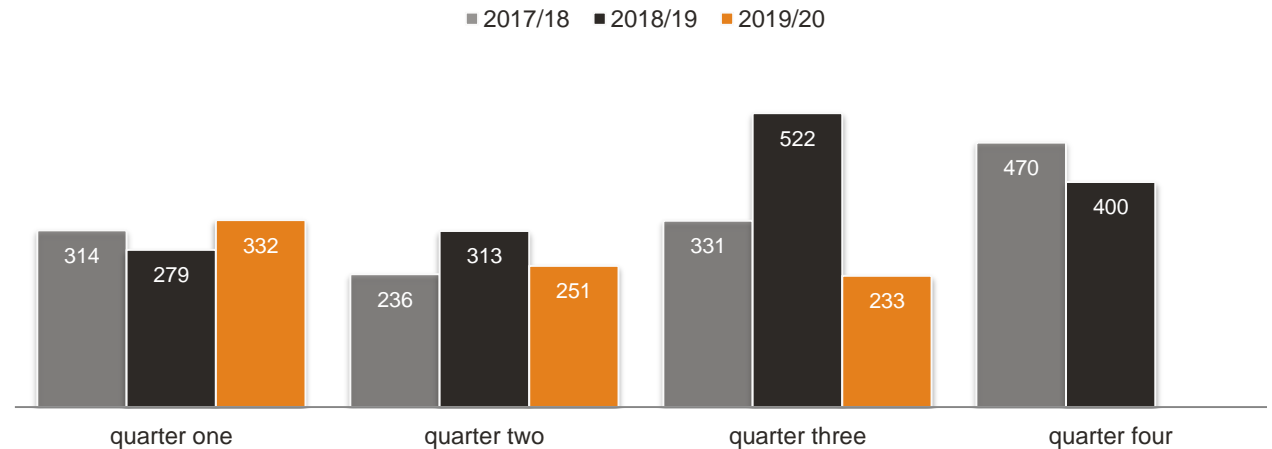
*The remaining 50% of cases have largely been enquiries, but also includes requests for export health certificates and requests for re-ratings.*

*Based on the 816 interventions undertaken this year, approximately 7% have led to a non compliant rating. The majority of these businesses however have since been brought into compliance. Food interventions are down on the same quarter last year where we introduced a project enabling the team to focus on the food inspection programme. We plan to repeat this focus in Quarter 4 to bring the programme back on track.*

complaints and enquiries



fhfs interventions



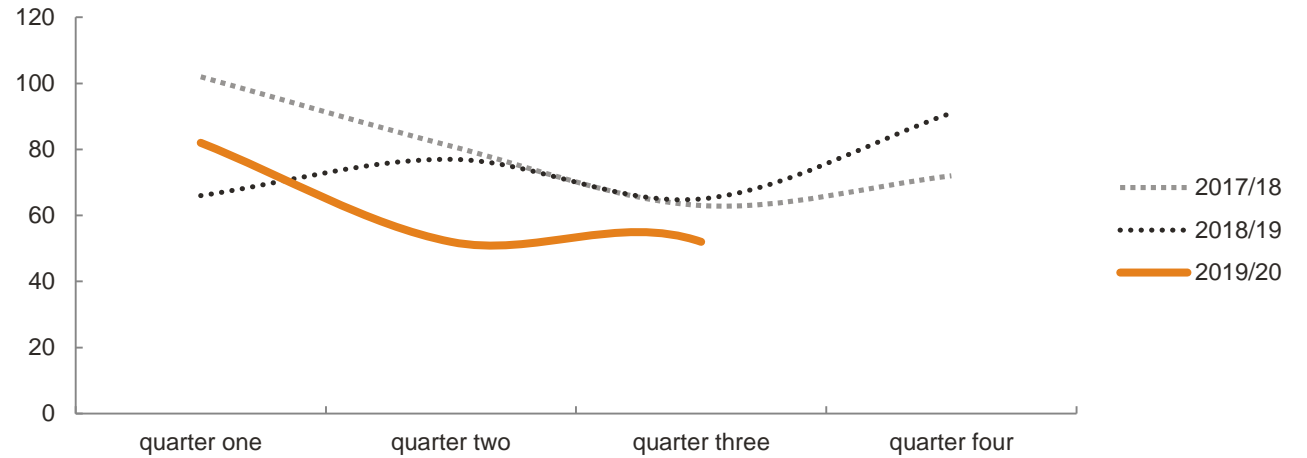
# Health and Safety

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.

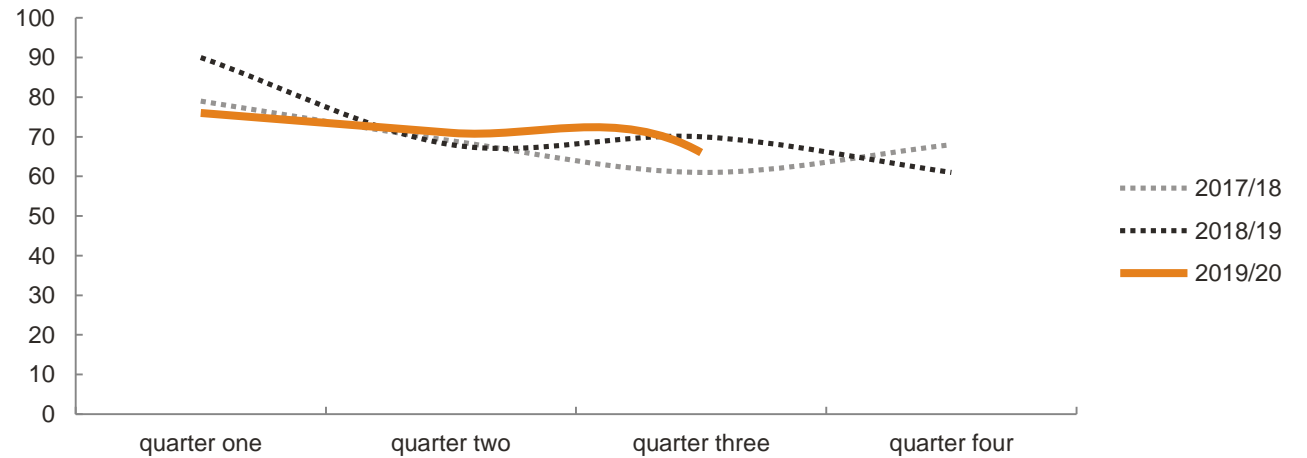
*The number of health and safety cases received during this year is broadly in line with 2018/19. There has however, been a continued decline in the number of complaints and enquiries.*

*Approximately 53% 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. There was, sadly, a fatality reported during this quarter after an individual was struck by a moving object. Whilst details cannot be disclosed, the case is currently under investigation.*

### complaints and enquiries



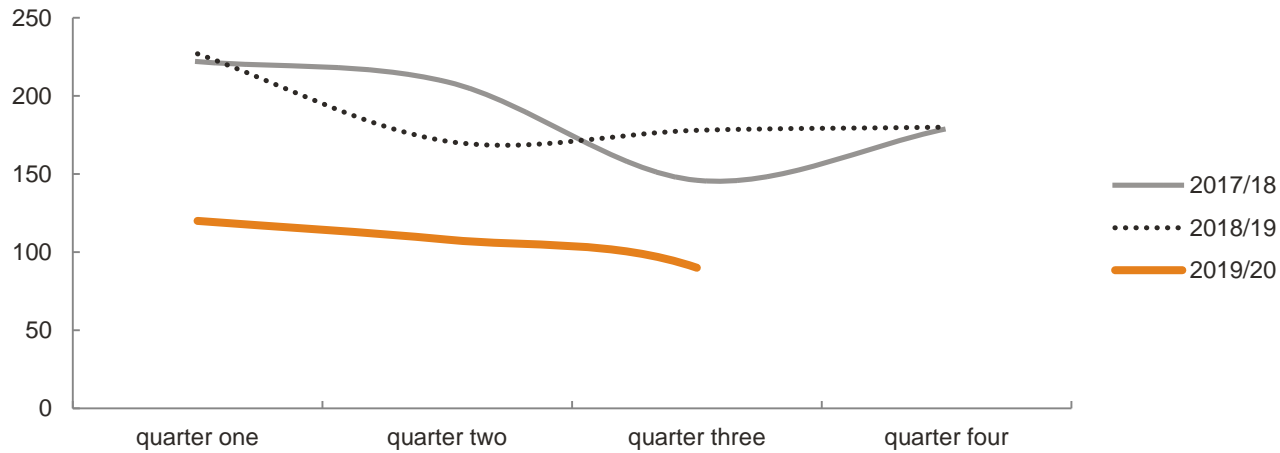
### accident reports



# 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



# Licensing

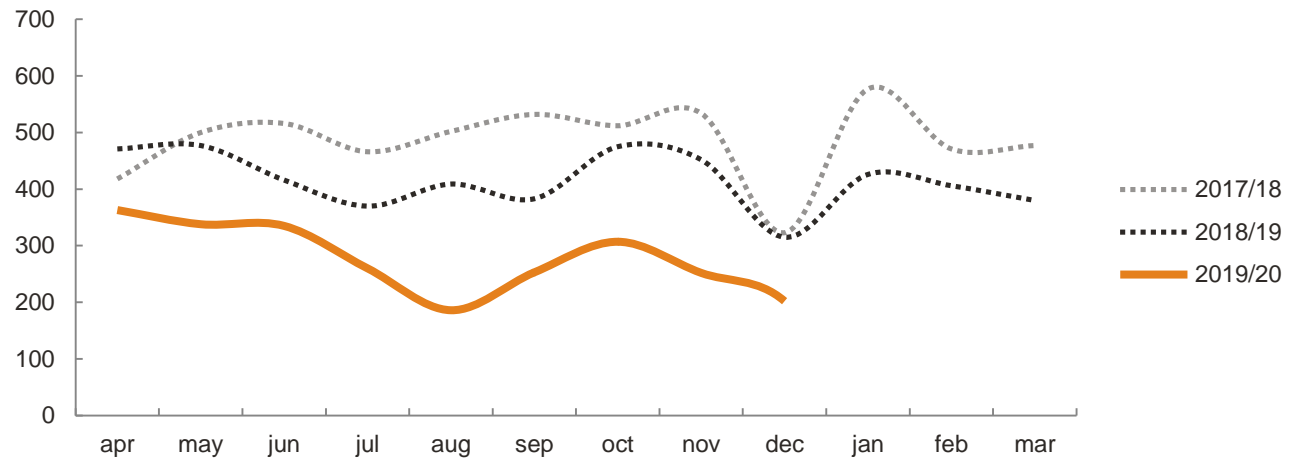
The chart (top right) shows the number complaints and enquiries recorded by WRS over a three year period relating to licensing. The chart (bottom right) shows the number of licensing applications.

Licensing complaints, enquiries and applications relate to the following;

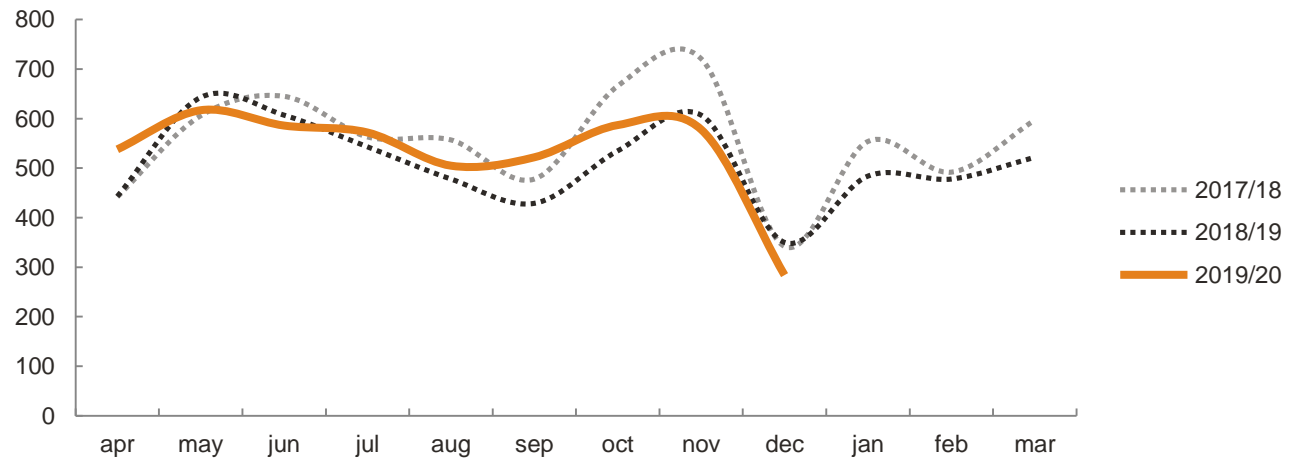
- Alcohol and entertainment (including gambling)
- Animals
- Caravans
- Scrap metal
- Sex establishments
- Skin piercing
- Street trading
- Taxis

*The number of applications received by WRS during this year is broadly similar to preceeding years. Approximately 46% of applicaitons have related to alcohol licensing (which includes gambling), with temporary event notices the most prominent subcategory.*

**complaints and enquiries**



**applications**



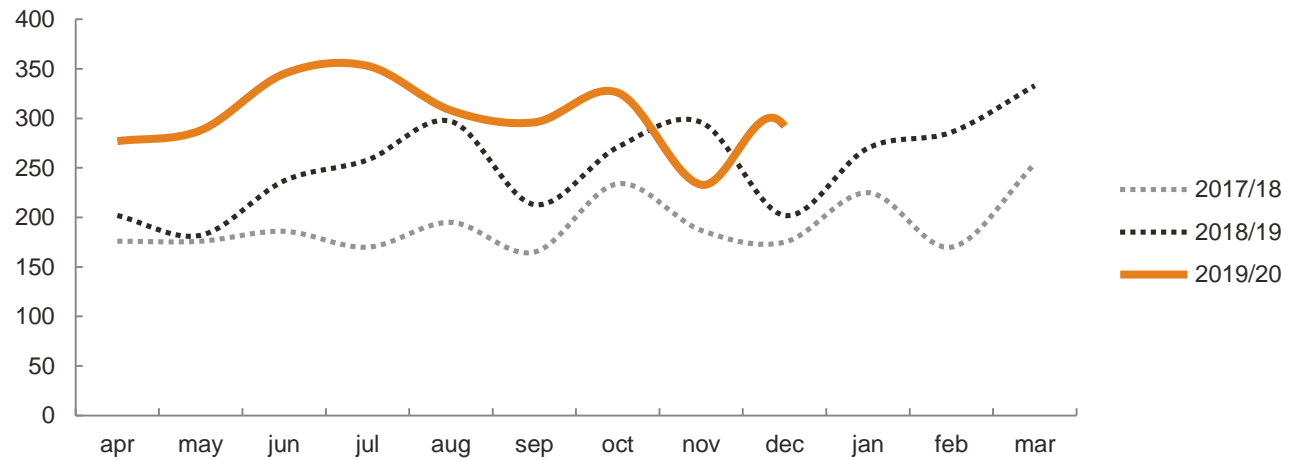
# Planning

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 continues to increase, with the number recorded this year 25% higher than 2018/19. Approximately 90% of cases are consultations, whilst half the cases have related to contaminated land,*

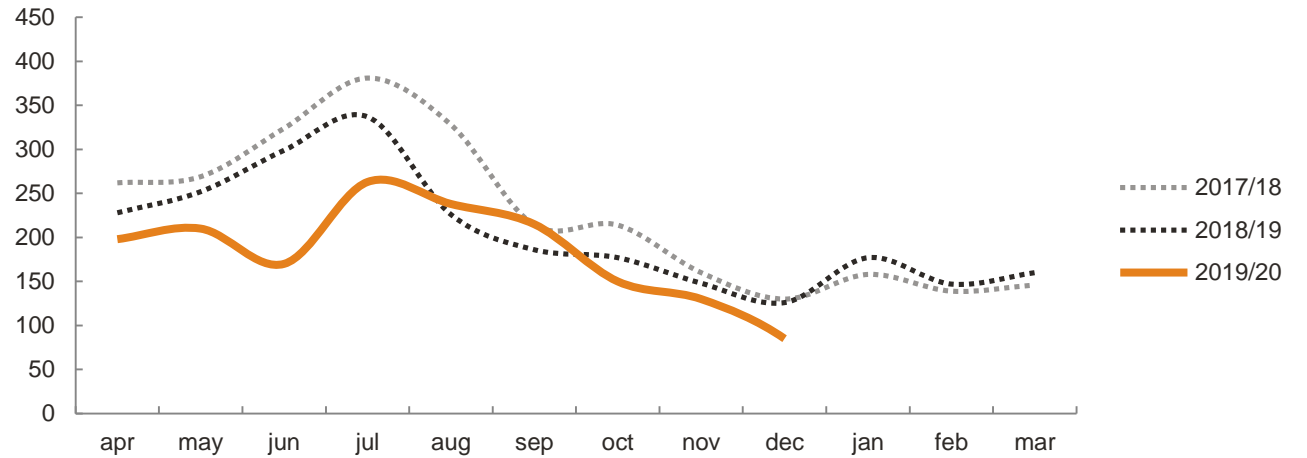


# Pollution

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.

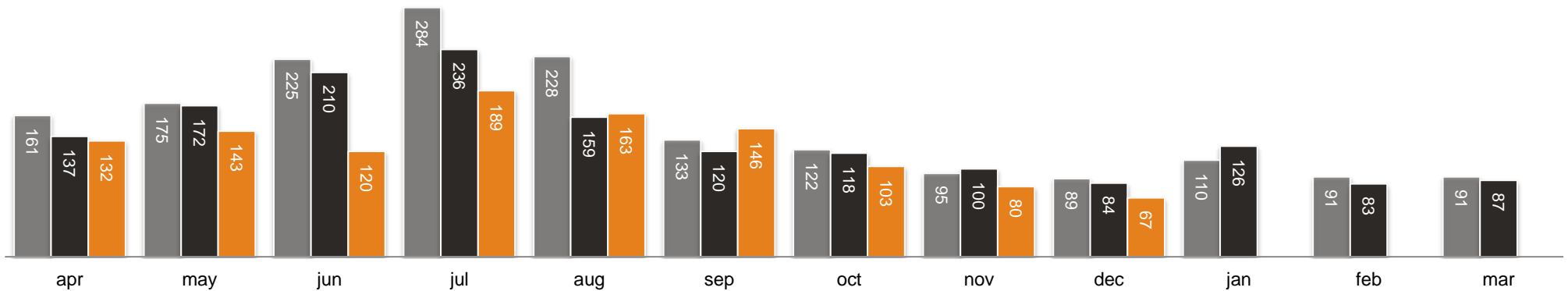
*The number of pollution cases received by WRS in the year to date is a reduction of 16% compared to 2018/19. Approximately 75% of cases have related to noise nuisance, with domestic noise the most prominent subcategory. A further 16% of cases have been complaints relating to smoke nuisance. The reduction 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

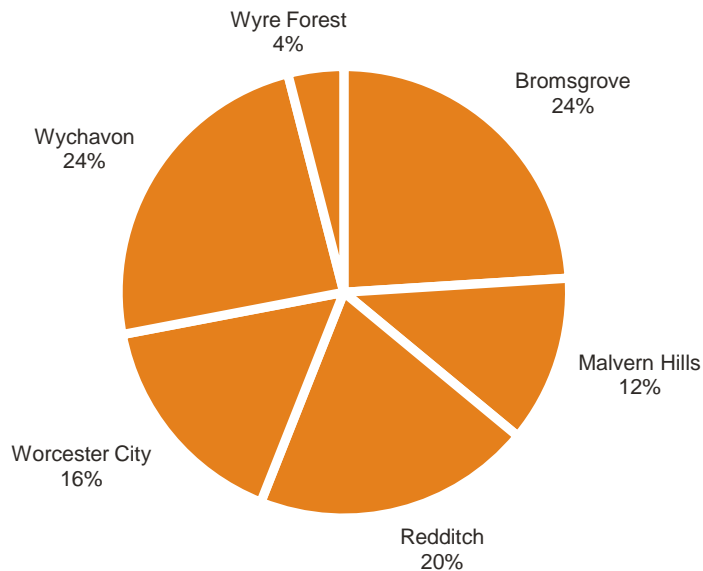
■ 2017/18 ■ 2018/19 ■ 2019/20



# 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.

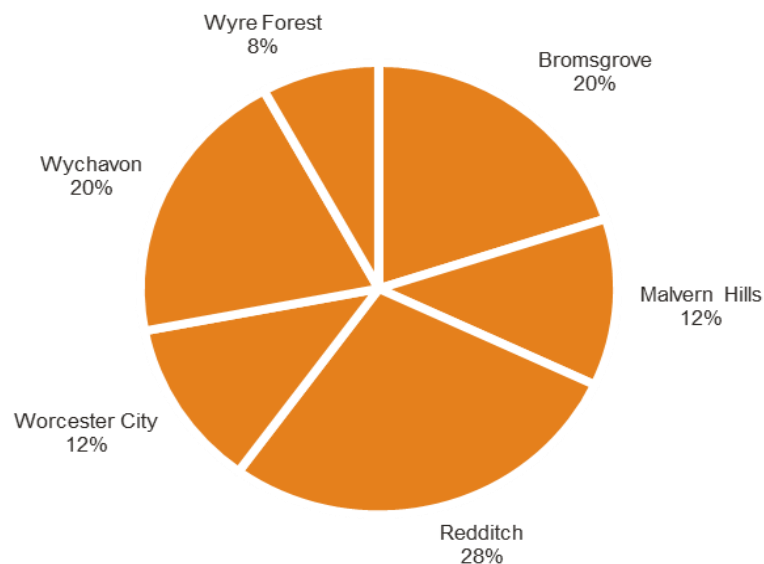
*Note: Data shown on this page represents the 'year to date' and will continue to increase each quarter until the end of year report is published.*



Ward	Total	Population	Rate
Droitwich Central	11	2,570	4.28
Upton And Hanley	16	4,153	3.85
Hartlebury	11	2,936	3.75
Cathedral	43	11,488	3.74
Rainbow Hill	20	5,525	3.62
Catshill North	9	2,818	3.19
Offmore And Comberton	31	9,726	3.19
Lowes Hill	9	2,888	3.12
Arboretum	19	6,301	3.02
Warndon	17	5,754	2.95
West (Malvern)	12	4,112	2.92
Elmley Castle And Somerville	7	2,457	2.85
Sanders Park	10	3,559	2.81
Barnt Green And Hopwood	8	2,866	2.79
Winyates	23	8,257	2.79
Pershore	21	7,716	2.72
Rock Hill	8	2,969	2.69
Lodge Park	15	5,608	2.67
Batchley And Brockhill	23	8,727	2.64
Bredon	7	2,666	2.63
Astwood Bank And Feckenham	16	6,126	2.61
Upton Snodsbury	7	2,698	2.59
Alfrick And Leigh	9	3,493	2.58
Abbey	16	6,323	2.53
Avoncroft	8	3,242	2.47

## 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



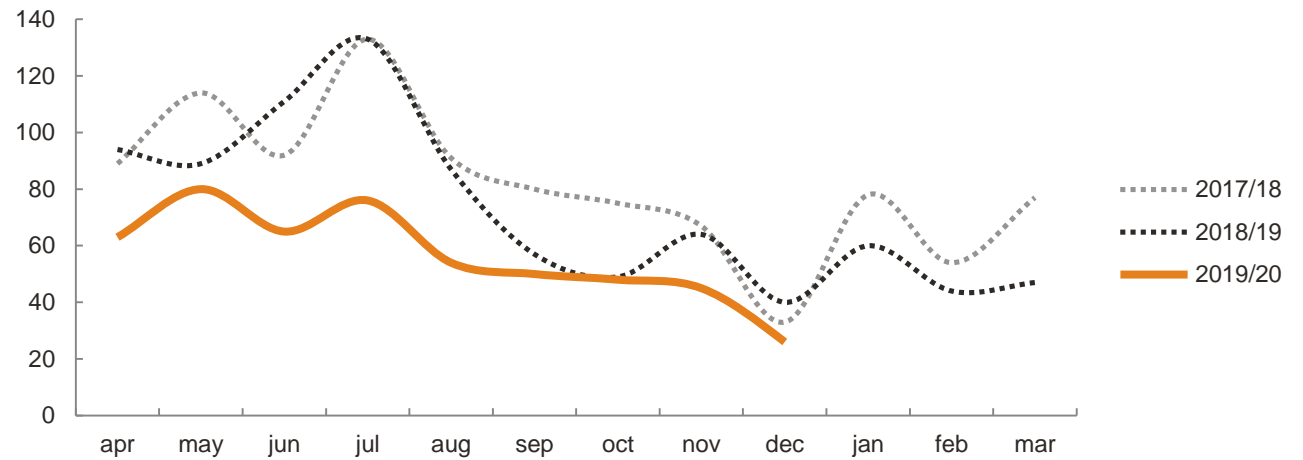
# Public Health

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.

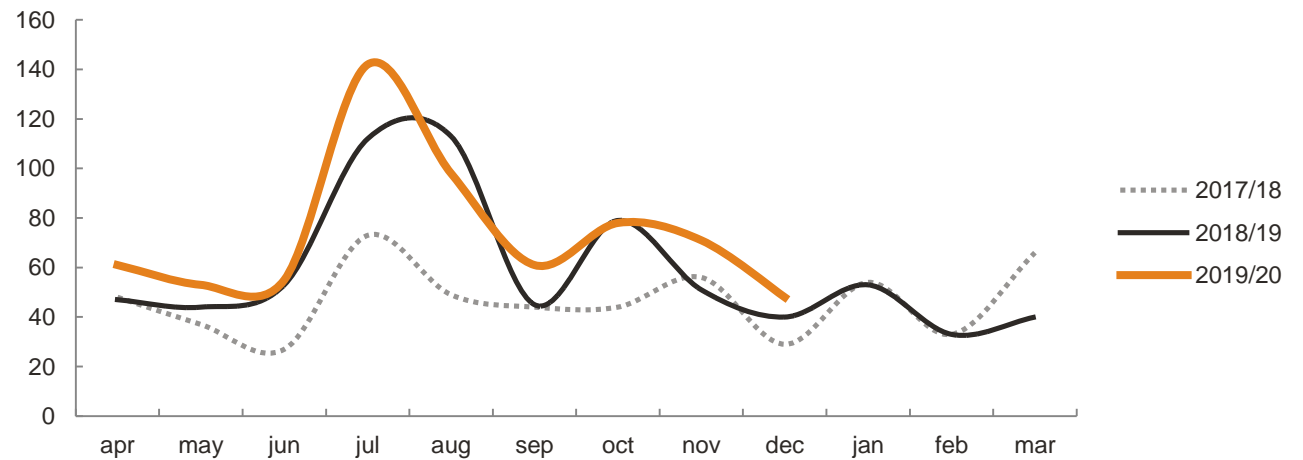
*The number of public health cases received by WRS during the year to date is a reduction of approximately 34% compared to previous years. Almost two thirds have cases have related to pest control, whilst 26% have related to accumulations at commercial premises.*

*Of the 667 domestic treatments undertaken during this year, 44% were due to the presence of rats and a further 32% were due to wasps.*

**complaints and enquiries**



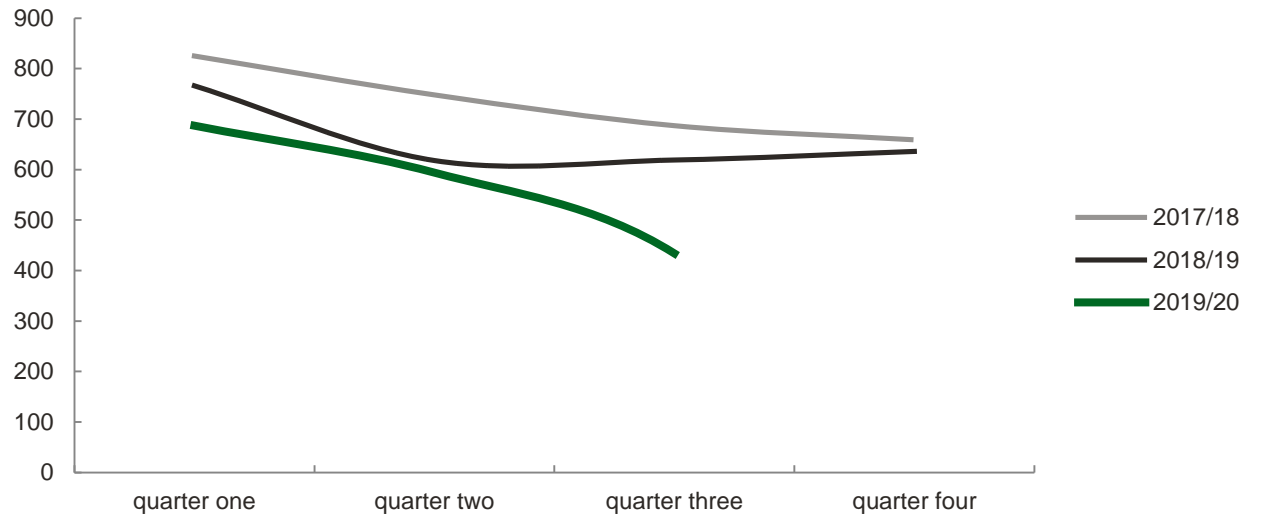
**pest control (domestic subsidised treatments)**



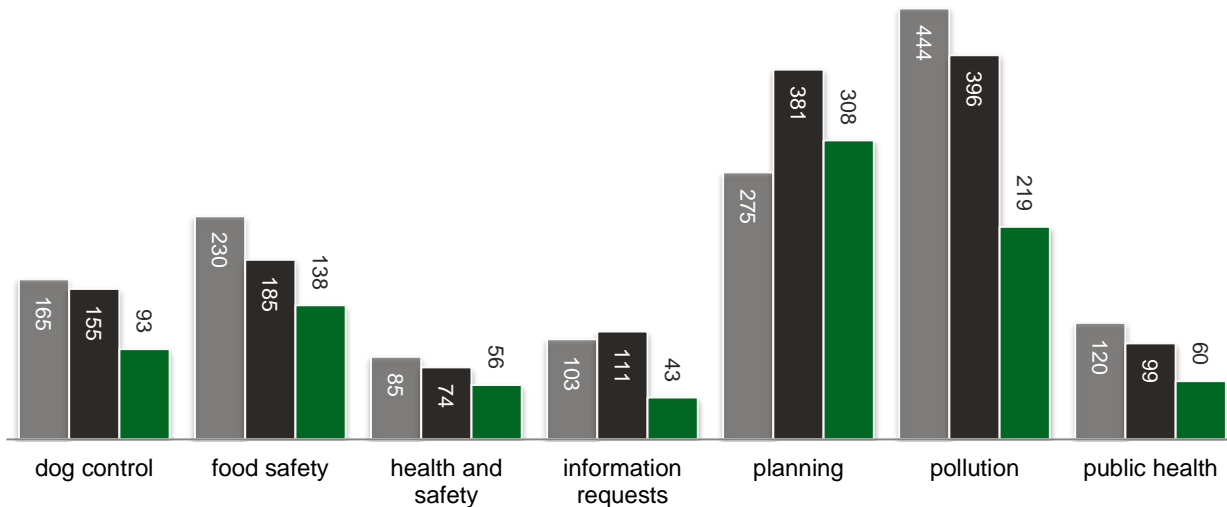


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Bromsgrove.

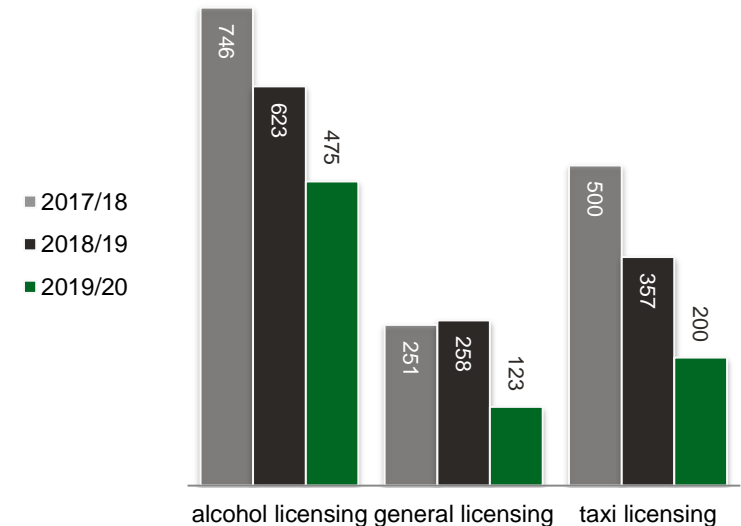
*Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2019/20 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.*



### environmental health

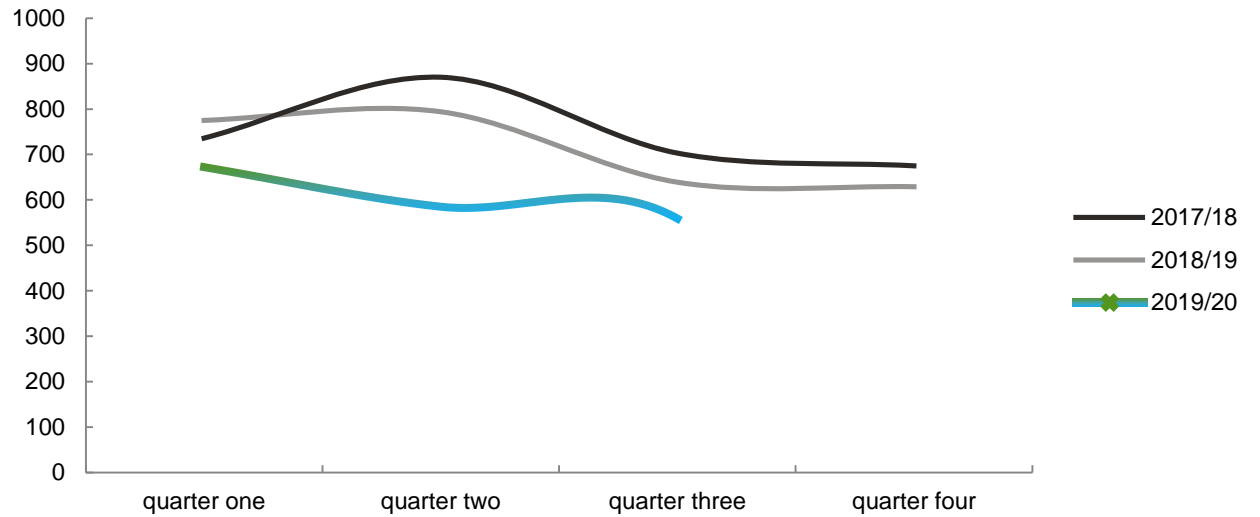


### licensing

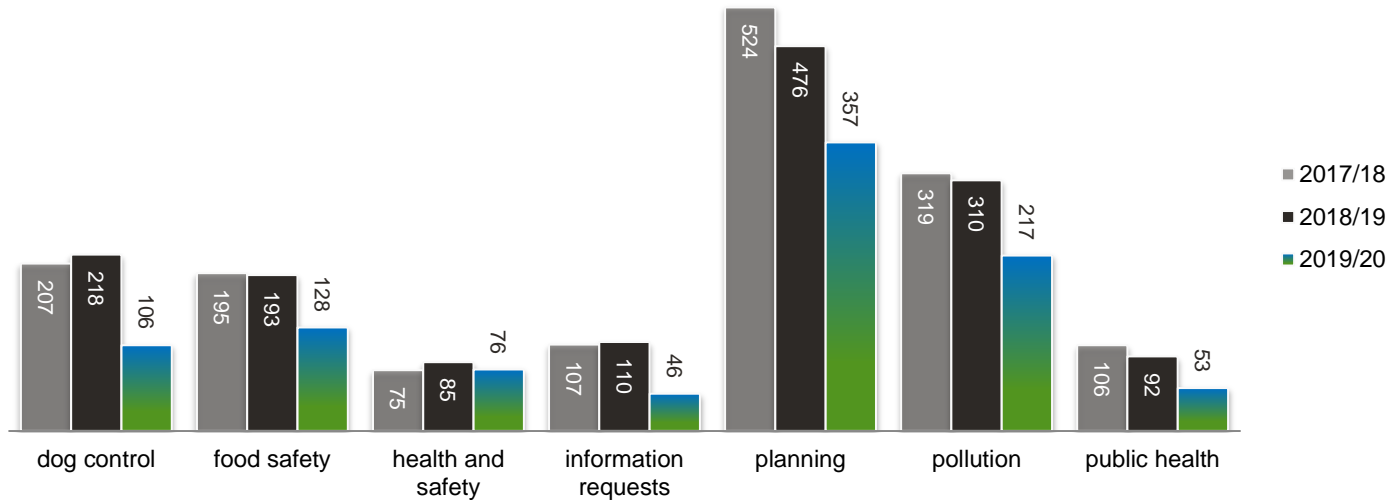


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Malvern Hills.

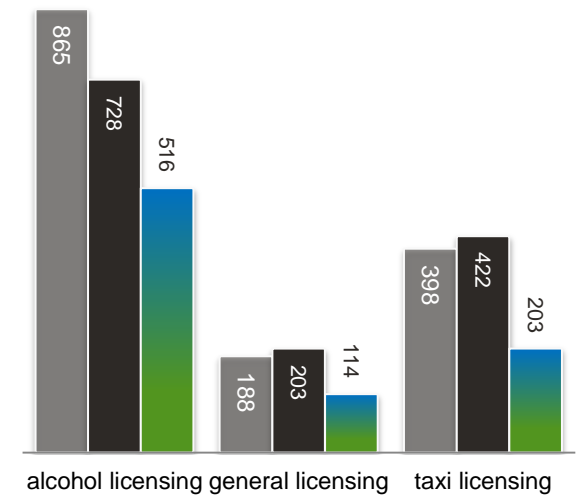
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**environmental health**

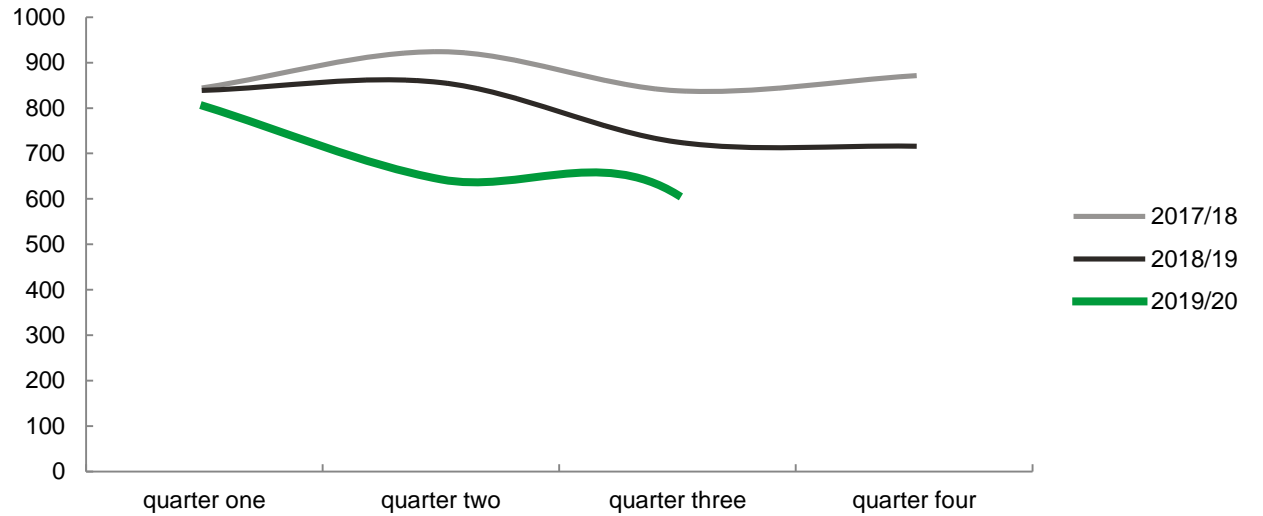


**licensing**

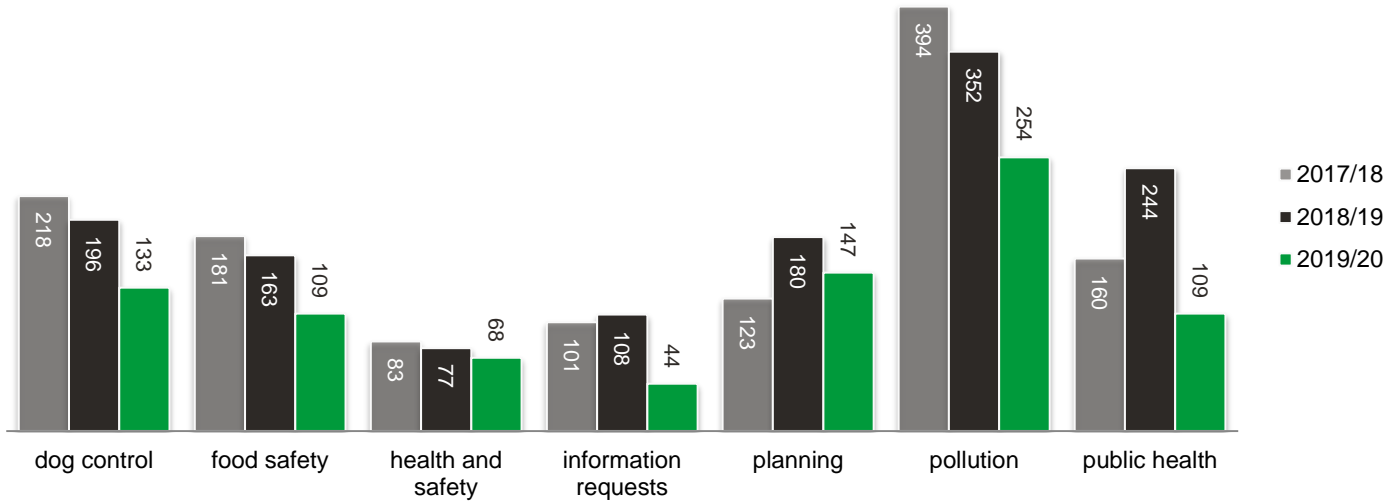


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Redditch.

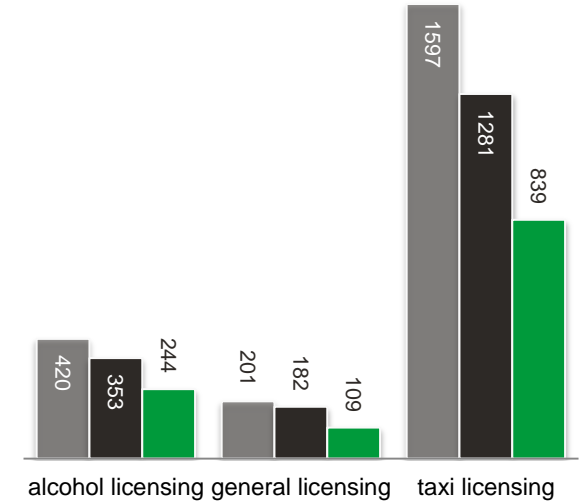
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**environmental health**

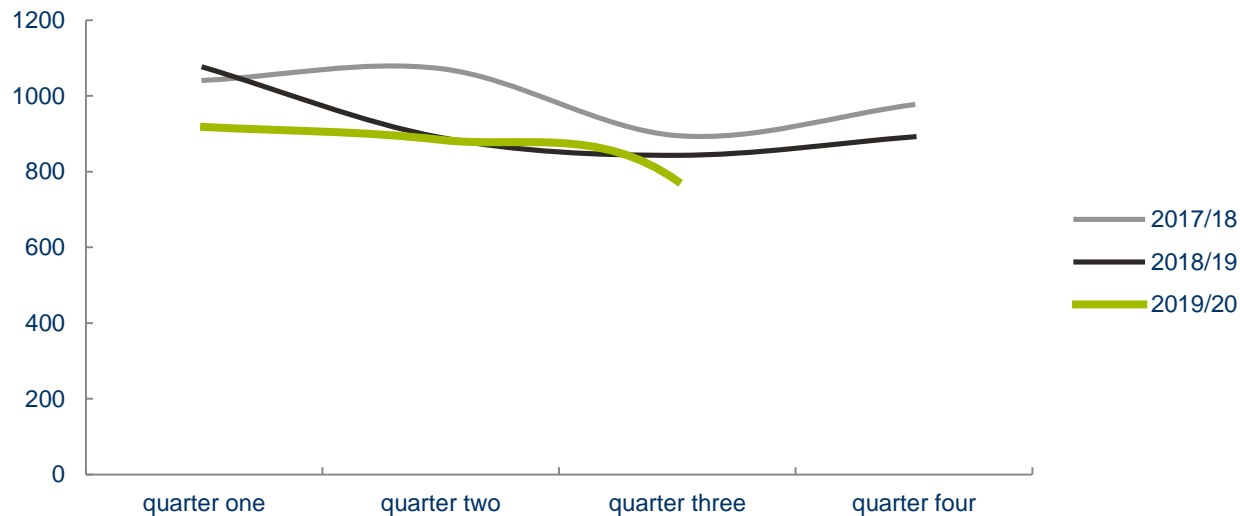


**licensing**

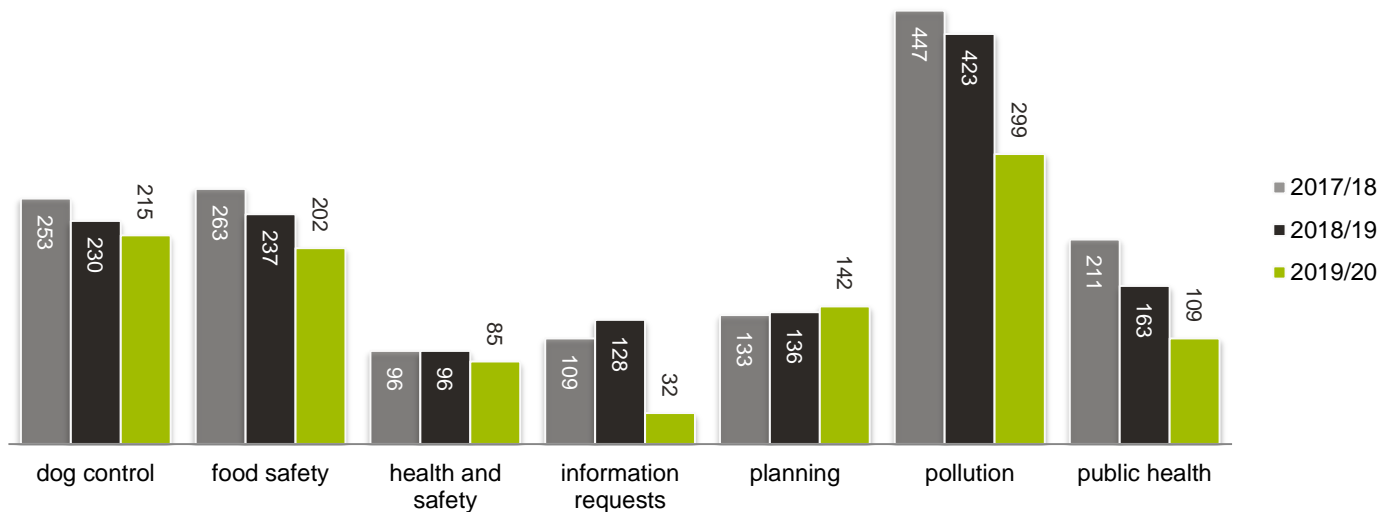


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Worcester City.

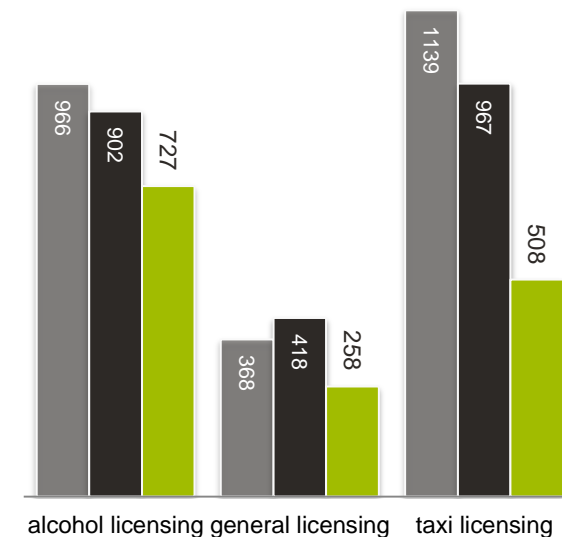
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**environmental Health**

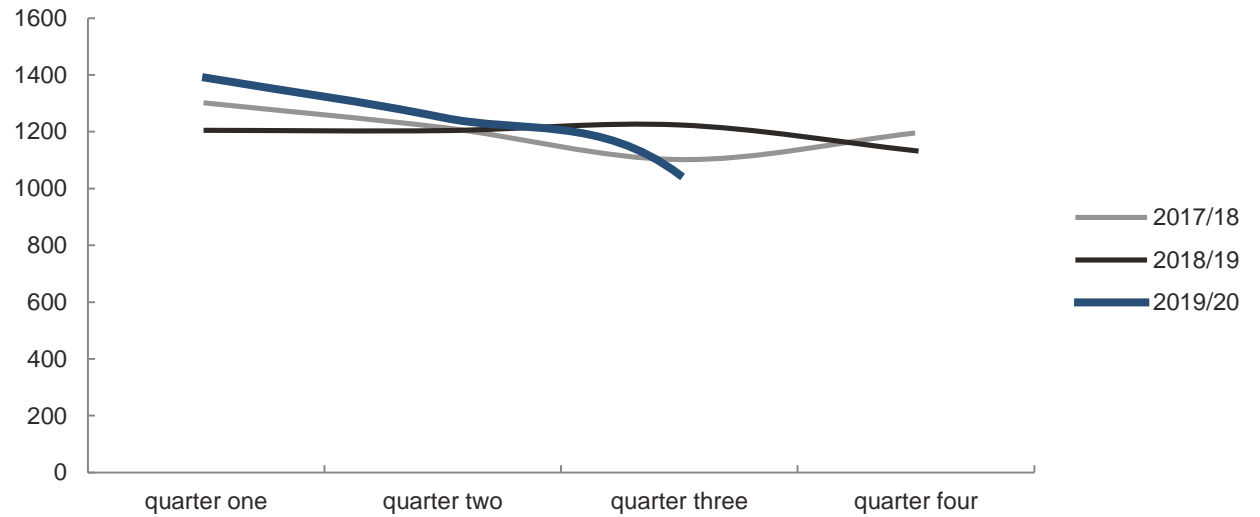


**licensing**

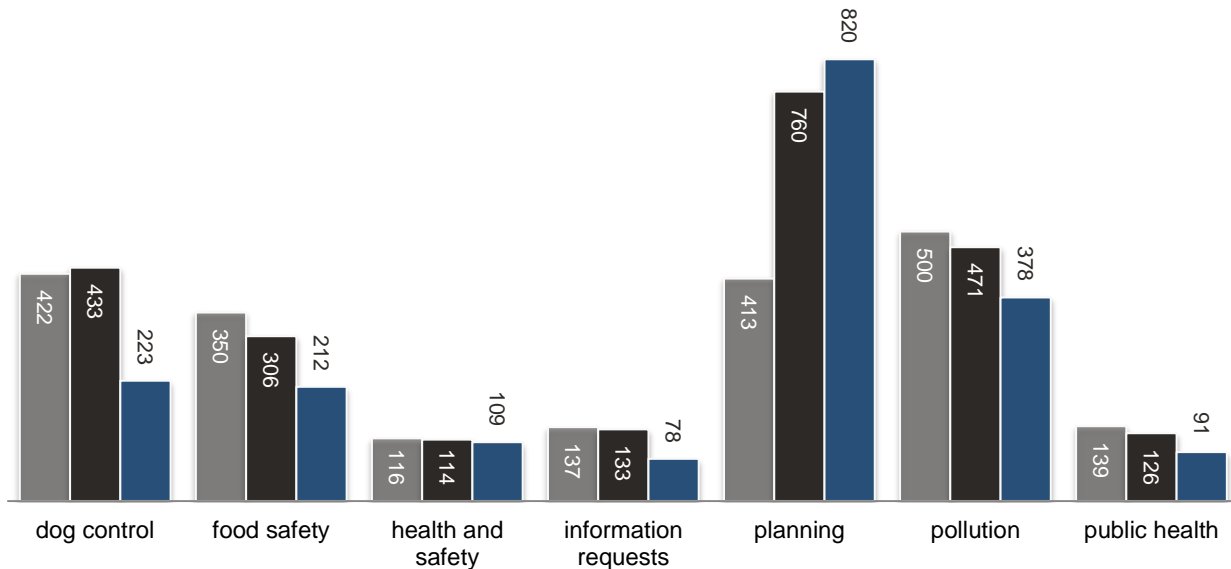


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Wychavon.

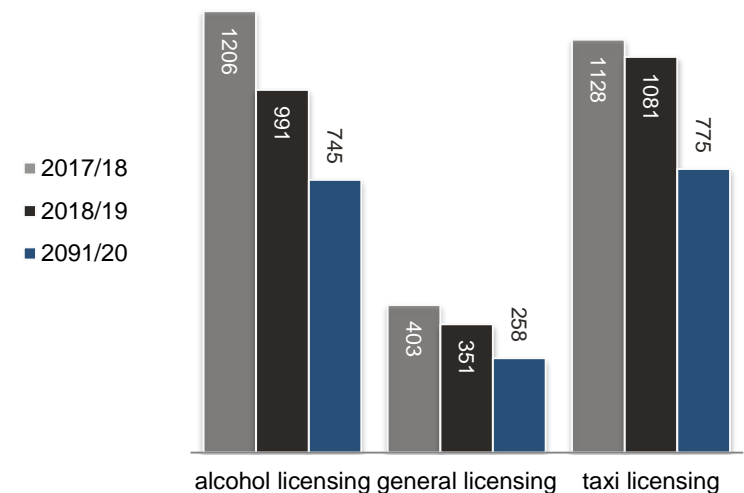
*Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2019/20 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.*



**environmental Health**

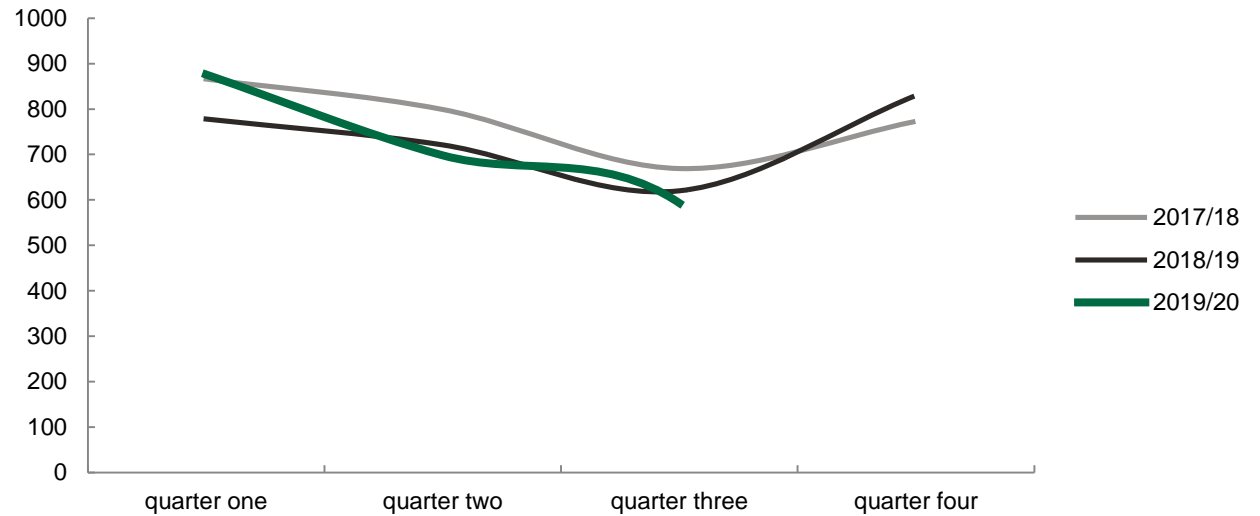


**licensing**

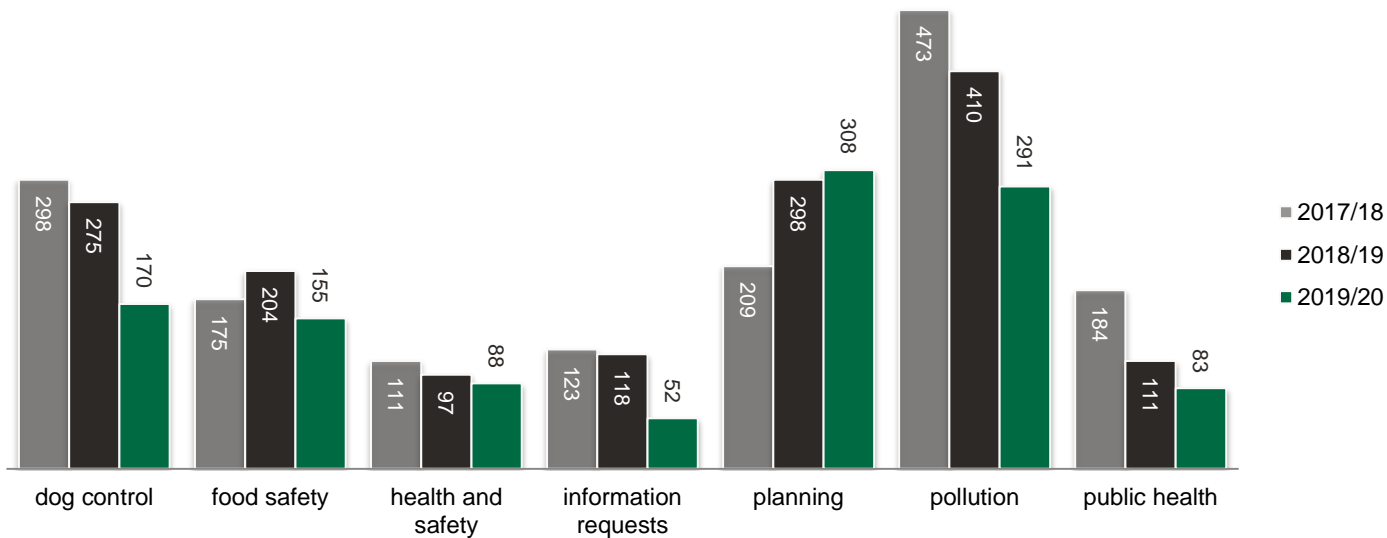


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Wyre Forest.

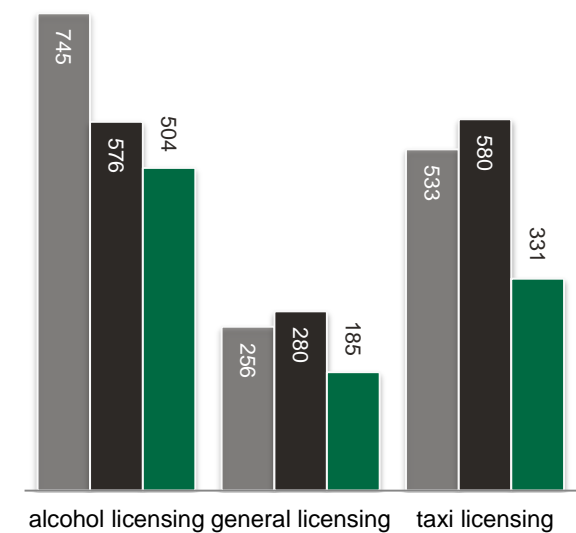
*Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2019/20 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.*



### environmental health



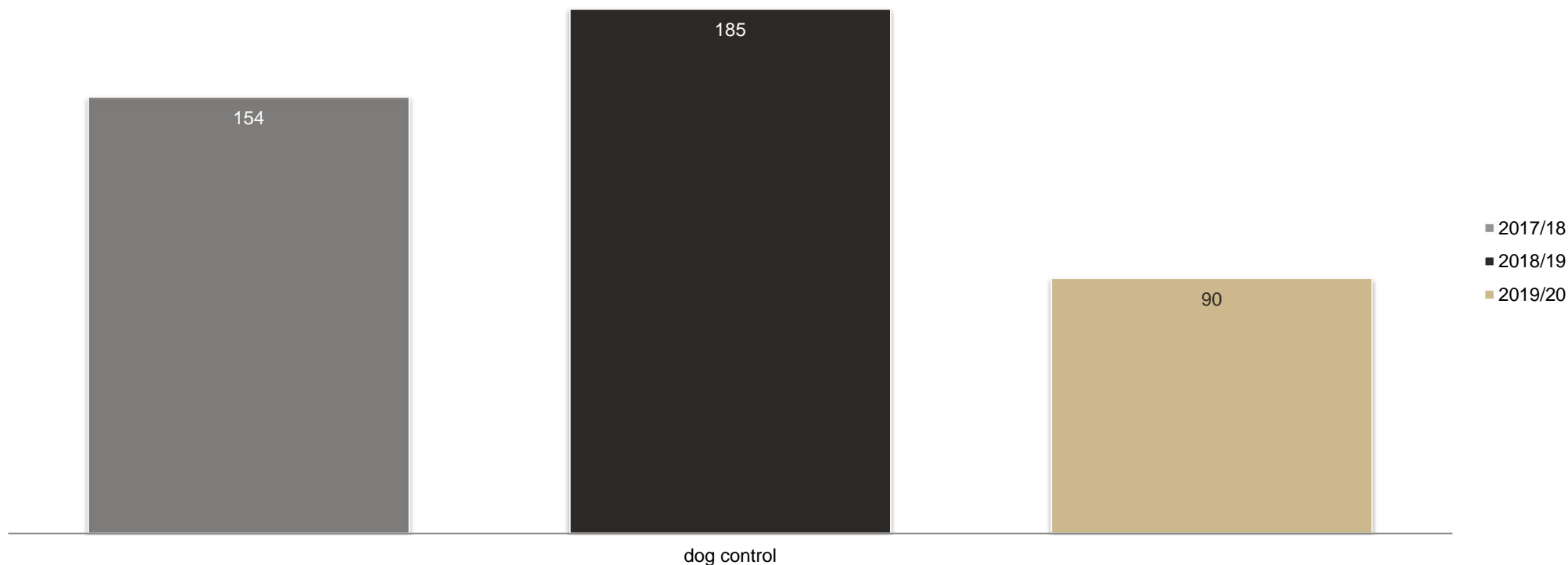
### licensing



## 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.*



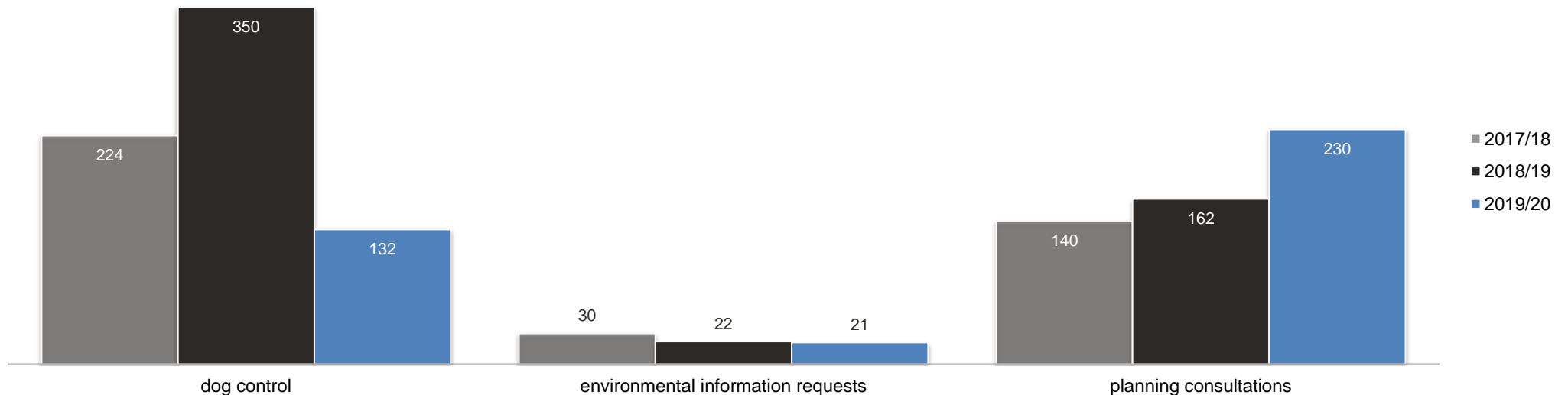


# Gloucester City Council

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.

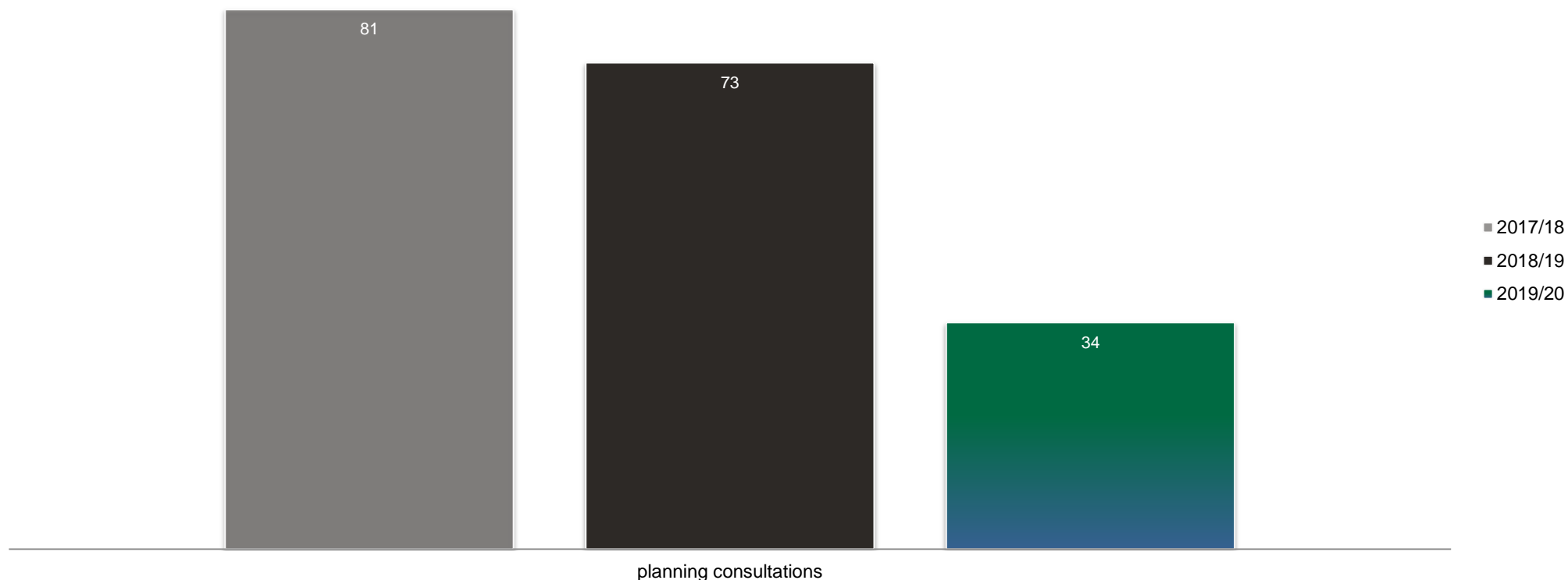
*The chart (below) shows the number of cases recorded against each of the functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.*



# 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.*

