

WRS Board
18th June 2020

Activity and Performance Data Quarters 1, 2 3 and 4

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 Q4 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 address a range of issues in each partner area and more broadly across the county.

Report

Activity Data

With the exception of August, the number of food safety requests received during this year has been largely in line with 2018/19. Approximately 51% of cases were hygiene related; with three quarters of complaints relating to food products and a quarter to hygiene concerns at food businesses.

The remaining 49% of cases were largely enquires, but also included requests for export health certificates and requests for re-ratings.

Based on the 1242 inspection interventions undertaken this year, approximately 6% led to a non-compliant rating (a rating of 0, 1 or 2) being issued. The majority of businesses however have since been brought into compliance. It is worth noting that, towards the end of the year, proactive inspections of food businesses were suspended by the Food Standards Agency due to COVID-19.

The number of stray or lost dogs reported continues to decline, with the total this year a reduction of 17% compared to the previous year. The type of cases recorded remains consistent however, with 69% relating to 'contained' stray dogs. This means dogs were found and held by, for example, a member of the public. Our dog wardens are not required to patrol areas collecting strays unless there is a specific complaint.



In general, WRS receives very few dog control complaints with the majority of service requests being described as third party requests and enquiries. Based on the 111 complaints received this year, 54 cases related to dog fouling or persistent straying whilst 48 cases related to dangerous dogs.

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

Approximately 52% of cases were 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 were sadly reports relating to two fatalities this year and, whilst details cannot currently be disclosed, investigations are ongoing.

We have been saying all year that it was a quiet year for nuisance work and that it is how it ended albeit following a very similar pattern to previous years. The number of pollution cases received represented a reduction of 16% compared to the previous year. In parallel with previous years, approximately two thirds of cases were complaints relating to noise nuisance; with domestic noise the most prominent subcategory. A further 15% of cases were complaints relating to smoke nuisance, which may relate to the apparently growing public interest in air quality issues.

The number of public health cases received by WRS during the year is a reduction of 25% compared to the previous year. Approximately 60% of cases related to pest control and a further 25% were complaints relating to the accumulation of waste at domestic properties.

Of the 796 domestic treatments undertaken during this year, 45% were due to the presence of rats, 27% were due to wasps and 19% were due to the presence of mice.

Work to support planning officers across Worcestershire has kept the Technical Services team busy throughout the year, with the number recorded some 18% higher than the previous year. Approximately 89% of planning enquiries are consultations, whilst half related to contaminated land.

The last quarter of 2019/20 saw officers undertaking further auditing at Wienerberger's Kingsbury Brickworks in North Warwickshire and providing auditing services and advice at Ewhurst works in Surrey. All sites have been shut down for the time being and it is expected that primary authority work will cease for until the works re-open. With the building trade recommencing, this may be after mid-summer.

Newport City Council in Wales has now signed their legal agreement with CEMEX and we are pleased to confirm that we now have comprehensive primary authority arrangements in place for both England and Wales. WRS will now proceed to secure standardised inspections plans for all of



CEMEX's sites (around 360 nationally) through the BEIS approval system.

Officers have now completed the first draft of the Medium Sized Combustion Plant technical standard on behalf of the Defence Industry Organisation (DIO). The DIO have responsibility of ensuring that all MoD assets and estates (including USAF sites) comply with the standard and apply for environmental management permits where required. The technical standards will become the Ministry's go to document on assessing their heating, backup power and main energy supply systems. Scheduled training was set to take place in June/July this year however this is likely to be delayed until we can agree a platform for delivering this virtually. All other contract work on behalf of partners and client authorities remains unchanged during this time of writing.

Officers have commenced preparation of the partners 2019-20 Annual Status Reports for DEFRA that are due in June. It is anticipated that the reports should be completed on schedule however there may be some delay in laboratory test results and national bias adjustment factors due to the on-going lockdown, which may affect the Ministry's reporting deadline. In addition to the above DEFRA have not yet published their reporting template.

Work continued with Worcester City's Air Quality Action Plan with source apportionment work taking place in 2 of the 5 survey areas and the incorporation of LTP4 actions into the plan. however accurate up to date traffic counts have not been secured for all areas due to the COVID19 lockdown and there will be a need to glean this information before the report can be completed.

Predictive air quality modelling work around Comberton Hill and Chester Road junction in Kidderminster is making progress, however the project has been suspended due to the inability to collect accurate and representative traffic data due to the lockdown. It is anticipated that this project will recommence once the lockdown period comes to an end and that traffic levels return to normal.

Meetings with representatives from Bromsgrove and Wychavon council to progress the action planning of air quality in the Wychbold AQMA have also been suspended due to the lockdown. Work of the county-wide AQ partnership group managed by the County Council's Public Health team looking at interventions to improve air quality and the development of local air quality information for residents was postponed due to partners' involvement with the flood crisis in February and this has continued with the current Covid-19 outbreak control response.

The number of licensing applications received last year remained consistent with previous years. Approximately 44% related to alcohol licensing or gambling, with temporary event notices for alcohol the most prominent subcategory. A further 43% related to taxi licensing.

Whilst licensing generally receive a higher proportion of enquiries; 661 complaints were received this year with approximately 45% relating to taxi licensing.



Performance

Full details of the end of year performance are included in the Annual Report. For completeness, they are also included with this activity data. Members are reminded that indicators reported either quarterly or six monthly are cumulative across the year so the out-turn figure is a cumulative one.

Customer satisfaction figures at the end of Q4 are 69.5% which is down on last year but still lower than years previous to that. Managers have been re-enforcing the need for officers to keep people up to date with progress and inform them of the outcomes of their interventions. This appears to have resulted in an improvement and, but for a poor last month where returns were low and mainly negative, 70% would have been achieved. Clearly a service like ours is never going to achieve 100% satisfaction but we will continue to try to eliminate the little things that annoy people, even if we cannot change everything that people want.

This should also be viewed through the lens of 163 service compliments as against 44 complaints.

Only 58.1% of customers feel better equipped to deal with problems after speaking to us, which is virtually the same as last year and has not improved in spite of some increase in satisfaction. Again, this may be difficult if people's issues are not resolvable. With people solving simple issues without our intervention, this may be an area that is difficult to improve.

Business satisfaction ended at 97.4%, again on a par with previous years.

Staff satisfaction measurement followed our usual formula, using the questionnaires previously making it comparable with previous years. As last year more than two thirds of staff participated and a score of 98% satisfaction was achieved. Further analysis as not possible due to time pressures but 68% of responses scored 8/10 or better for satisfaction with working for WRS.

The cumulative number of sick days per staff member is 4.44 days per FTE which is similar to last year and a third of year's figure of 12.45. Members may recall that officers spent a great deal of time understanding the sources of sickness and made extra efforts to use the host authority's HR processes to respond to poor attendance where this was not the result of understandable medical issues. The Management Team is very pleased with what is for the service a continued return to more normal levels of sickness.

The proportion of licensed businesses subject to allegations of not upholding the 4 licensing objectives is slightly higher than last year but in a range similar to previous years. There remain some variations between individual districts. Looking back, it is now clear that the low numbers in 2016/17 were a blip and that current levels are the norm.



Given that, overall, nuisance complaints were lower last year than in previous years one would expect the rate of noise complaint per 1000 head of population to be lower than previous years, which it is. Last year was probably at the low end of normal, looking back at previous years' figures and indicates that the general environment of Worcestershire is good but we should probably expect to see an increase potentially this year with Covid 19 forcing many more people to be at home for much of the time and with the hospitality trades being closed for around 1/3rd of the year.

In respect of income generation, total income excluding allocated budget was £442,032 which expressed as a % of district base revenue budget (2019/20) is at a very healthy 14.65%. The cost of the service per head of population for last year was £5.00. Unfortunately, because WRS does not discharge all of the functions of other local Environmental Health services it can be quite difficult to compare this with similar local authorities.

In summary, with the exception of non-business customer satisfaction, performance overall has been maintained and is broadly comparable with previous years.

Contact Points

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Background Papers

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



Appendix B: Performance Indicator Table 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 | 73.5 | 69.5% |
| 2. % of service requests where resolution is achieved to business satisfaction | Quarterly NB: fig is cumulative | 98.3 | 98.3 | 97 | 97.4% |
| 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 | Bromsgrove 97.1% Malvern Hills 98.1% Redditch 95.6% Worcester City 97.5% Wychavon 98.0% Wyre Forest 98.1% Worcestershire 97.5% |
| 4. % of food businesses scoring 0,1 or 2 at 1 st 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 | Bromsgrove 2.9% Malvern Hills 1.9% Redditch 4.4% Worcester City 2.5% Wychavon 2.0% Wyre Forest 1.9% Worcestershire 2.5% |
| 5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application | 6-monthly | NA | 78.5% | NA | Bromsgrove 74.2% Malvern Hills 78.6% Redditch 78.2% Worcester City 75.7% Wychavon 70.0% Wyre Forest 76.7% Worcestershire 75.2% |
| 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 1 Wychavon 1 29/1572 vehicles county-wide =1.8% of fleet | NA | Bromsgrove 9 Malvern Hills 1 Redditch 7 Worcester City 6 Wyre Forest 3 Wychavon 0 55/1572 vehicles county-wide = 3.5% of fleet |



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|----|---|---------------------------------------|--------------|--|--------------|--|
| | fleet county-wide | | | | | |
| 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 | 62 | 58.1 |
| 8 | Review of register of complaints/compliments | Quarterly NB: fig is cumulative | 10/50 | 22/91 | 34/138 | 44/163 |
| 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 | 4.44 days/ FTE |
| 10 | % of staff who enjoy working for WRS | Annually | NA | NA | NA | 98% |
| 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 | Bromsgrove 6.8% Malvern Hills 5.7% Redditch 8.5% Worcester City 8.8% Wychavon 4.2% Wyre Forest 8.5% Worcestershire 6.8% |
| 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 | Bromsgrove 1.96 Malvern Hills 2.07 Redditch 2.79 Worcester City 2.78 Wychavon 2.01 Wyre Forest 2.37 Worcestershire 2.35 |
| 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 | 14.65% i.e. £442,032/3,017,000 |



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|---|----------|----|----|----|---|
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| 14 Cost of regulatory services per head of population (Calculation will offset income against revenue budget) | Annually | NA | NA | NA | £2,959,754/ 592,057 = £5.00 (£4.99.9) |

