

Worcestershire
Regulatory Services
Supporting and protecting you

Activity Report | 2019/20



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Foreword

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

With the world dominated by the Covid 19 pandemic and, before that the flooding pre-and post Christmas dominating the headlines, it would be easy to forget that there were other things going on between January and March..

Looking at the figures, the fact that we were very busy responding to the flooding either side of Christmas was helped by lower than average reactive demand in a range of service areas. Many of the graphs in the document show similar patterns of demand through they year but at a lower level than average.

Key exceptions to this are licensing and planning. Demand for applications has followed the trends, although other complaints and service requests, like other aspects of work was down for the year. Planning work has bucked the trend and, other than the odd dip, has remained high and that team has been very busy.

In the current climate, it would be easy to forget the BREXIT preparations we were making earlier in the year. No doubt, as we move towards December and assuming that the disease control measures maintain a grip on Covid 19, we have no doubt that this will come back to the fore.

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 One

Dog Warden Update

The Dog Warden Team has had a busy first quarter with a total of 430 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 65 were successfully rehomed by WRS through reputable charities. Sadly 10 of the dogs collected in the first quarter were welfare cases which ranged from dogs that had severe skin conditions and soreness, to open wounds and emaciation as a result a number of improvement notices were issued to owners. In addition to this a further 7 dogs required vet treatment for other ailments. We have also collected and boarded a number of dogs, on a commercial basis, on behalf of owners who have had to spend time in hospital and not been able to get alternative care.

Gull Update

The work for Worcester City in respect of the Gull population continues. Letters have been sent out to local landlords providing advice on how they can assist in minimising the negative impact of Gulls within the City centre. Following the withdrawal of the General Licence by Natural England, that was used to control gulls in the city, our contractor applied for and received an Individual licence which enabled the egg replacement scheme to get back underway. The egg replacement scheme has been able to get back underway, with round two having recently been completed. There has been much media interest which has included newspaper articles, radio interviews and an appearance on BBC news following a meeting with WRS Officers, Cllr Amos and residents from Lower Wick that are experiencing issues with Gulls in the area.

Arrow Valley Visitor Centre prosecuted for Food Safety Offences

This prosecution followed the closure of the premises for an active mouse infestation. The Food Business Operator, Mr Creaton, pleaded guilty to offences of failing to have adequate pest control, failing to protect food against risk of contamination, failing to ensure that all articles, fittings etc likely to come into contact with food were clean and failing to have adequate food safety procedures and controls in place. AVVC Ltd was fined £700 on each offence, a total of £2,800 plus £2,200 costs and a victim surcharge of £70. Mr Creaton was Conditionally Discharged for 12 months and ordered to pay £500 costs and a victim surcharge of £20 – payable within 28 days.

E.coli O157

Officers have investigated a case of E.coli O157 which caused the hospitalisation of a 2 year old girl. Working closely with Public Health England, officers were able to identify two potential sources within the county. E. coli O157 is shed by livestock, and the young girl had attended two animal encounter attractions. Both were inspected and advice was given regarding zoonotic disease prevention. There was no indication that either venue was at fault.

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.

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.

Headlines - Quarter Four

Technical Services Update

WRS undertook a tendering exercise for all contracts to assist with the delivery of our Dog Warden Service. The exercise was partially successful with the appointment of contractors to assist with Dangerous Dogs, provision of Dog Warden cover and veterinary services. However, we have retendered to contract for kennelling provision with the intention of being able to increase the geographical spread of kennels we are able to use; and we have not appointed to the out of hours stray dog collection contract. Instead this is currently being delivered on a temporary basis in-house initially, with a view to increase the services' ability to provide a robust service for Partners, existing clients and tender for new contracts.

Natural England delayed the release of the Individual Licences for the control of specific gull species until 15th March, however on behalf of Worcester City Council, WRS have successfully obtained a licence for the gull control work in 2020 and assisted other landowners in obtaining theirs. Providing an increasingly coordinated approach this year. Whilst COVID-19 restrictions has meant some aspects of the gull control work has had to be adapted, a hawking trial in Britannia Square has commenced.

Licensing Update

Licensing as many other services have had a very unpredicted quarter. At the beginning of the year Licensing officers took part in a large multi-agency visit to an unauthorised caravan site in the Wychavon District. The visit involved officers working alongside colleagues from West Mercia Police and also a variety of other agencies and officers who carry out functions at Wychavon District Council including Housing, planning Enforcement, Council Tax and Benefits.

Although follow up actions are still in process due to the complexity of the issue the partnership working will be continuing and Licensing officers have prepared a file with a view to taking formal action against the owner of the land for using the land as a caravan site without a licence.

Licensing Update (Continued)

Licensing had a number of activities planned for the quarter but due to Covid 19 the team had to divert their attention to dealing with many queries from the taxi trade and business owners. The team have been working hard to introduce a legal process through delegation of taxi matters for five of the six districts. This has included implementing new processes to follow and allowing enough time for matters to be heard with or without representations.

WRS officers have also worked proactively with the five districts to ensure that both the Taxi Trade and Businesses are given more opportunity in these uncertain times for the collection of their fees. This has included implementing a six month deferral process for both Taxi and Animal Licensing renewals in circumstances whereby they can not afford to renew their licence and relaxing the 5 day suspension rule for business premises annual fees to 90 days.

Towards the end of the quarter the team have looked to start moving towards business as usual working with Worcester City to resume work by the Task and Finish Group on the Worcester City Taxi Strategy putting in place a revised timeline for ongoing work and implementation.

Community Environmental Health Update

In February the Team responded to the severe floods in Wyre Forest, Worcester, Malvern Hills and Wychavon. We contacted all affected food businesses providing pre-opening advice and support and followed these up with visits to ensure that good hygiene conditions were being met before they re-opened. This included swabbing to check that food preparation surfaces were safe to use. We also provided advice and support to the Hublets which were set up to help the affected communities.

March saw your Officers responding to the Covid-19 epidemic. To reduce social contact the government required certain businesses and venues to close, by law, to members of the public. The Community Environmental Health Team provided advice and guidance to businesses and continue to provide assistance to business and monitor compliance with these regulations. Proactive patrols were organised including over the Bank Holidays and intelligence led investigations were carried out in partnership with West Mercia Police. Whilst compliance in Worcestershire was found to be high, several businesses breaching the regulations were subject to prohibition notices.

Air Quality & Contaminated Land

Officers have commenced preparation of the partners 2019-20 ASR 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 ongoing lockdown that may affect the reporting deadline. In addition to the above DEFRA have not yet published their reporting template.

Work continues 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 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 Wychbold's AQMA have also been suspended due to the lockdown. Work of the DoPH AQ partnership group on Public Health interventions to improve air quality and the development of local air quality information for residents has also been postponed due to partners involvement with the flood crisis in February and the current Covid-19 outbreak control response.

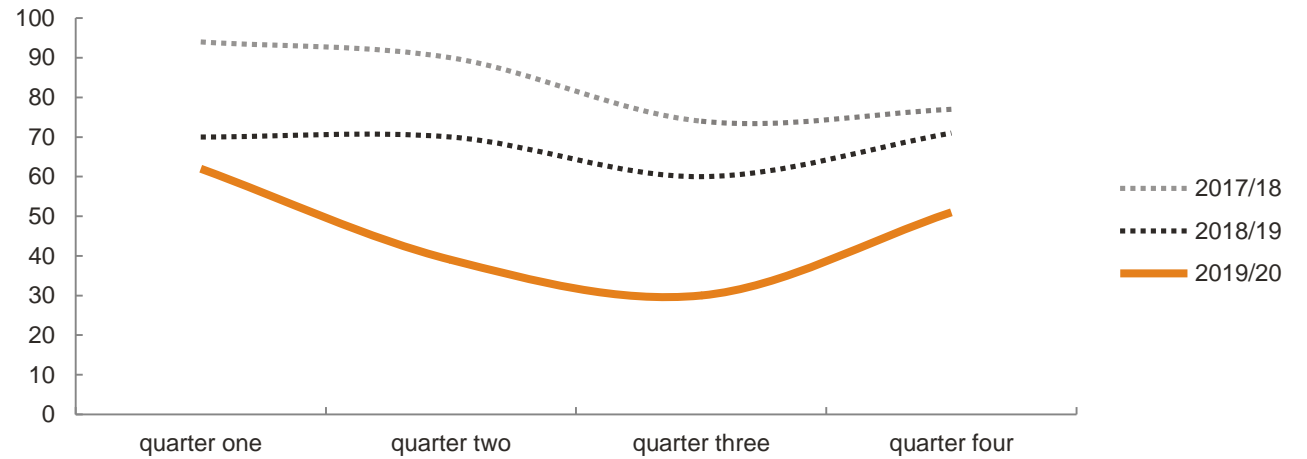
Dog Control

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.

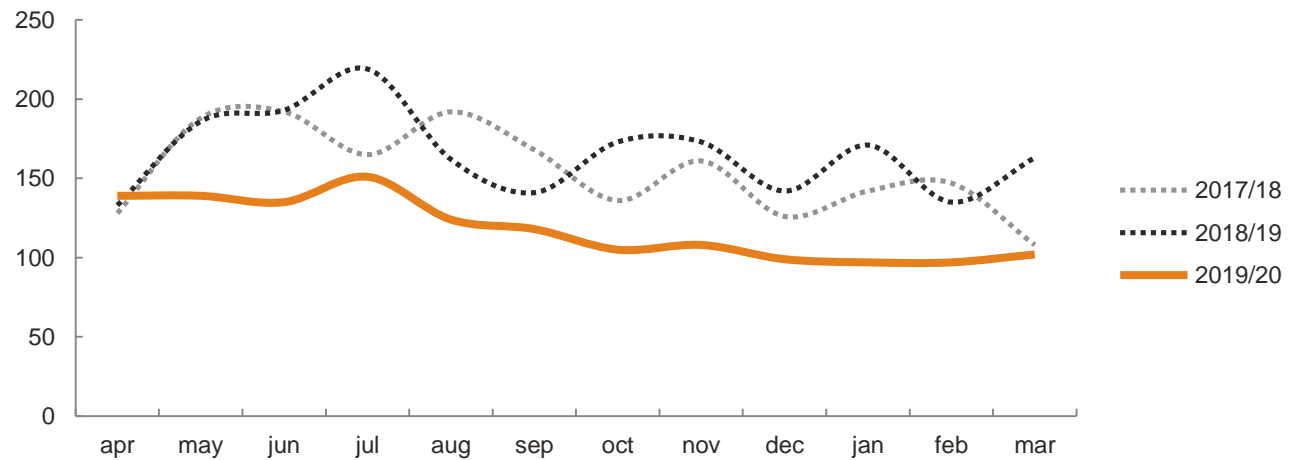
The number of stray or lost dogs reported continues to decline, with the total this year a reduction of 17% compared to the previous year. The type of cases recorded remains consistent however, with 69% relating to 'contained' stray dogs. This means dogs were found and held by, for example, a member of the public.

In general, WRS receives very few dog control complaints with the majority of service requests generated 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.

complaints and enquiries



lost, found or stray dogs



Environmental Permitting

All partners have now been provided with detailed billing information for 2020-21 subsistence fees. It is anticipated that there will be a delay this year to the commencement of inspection work due to the COVID-19 outbreak. WRS awaits DEFRA's release of PRTR and annual performance return documents which should arrive in the next quarter.

Primary Authority

Last quarter 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 further notice.

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 their sites (around 360 nationally) through BEIS approval system.

Contract Work

WRS have now completed its 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 further notice due to the lockdown. All other contract work on behalf of partners and client authorities remains unchanged during this time of writing.

Food Safety

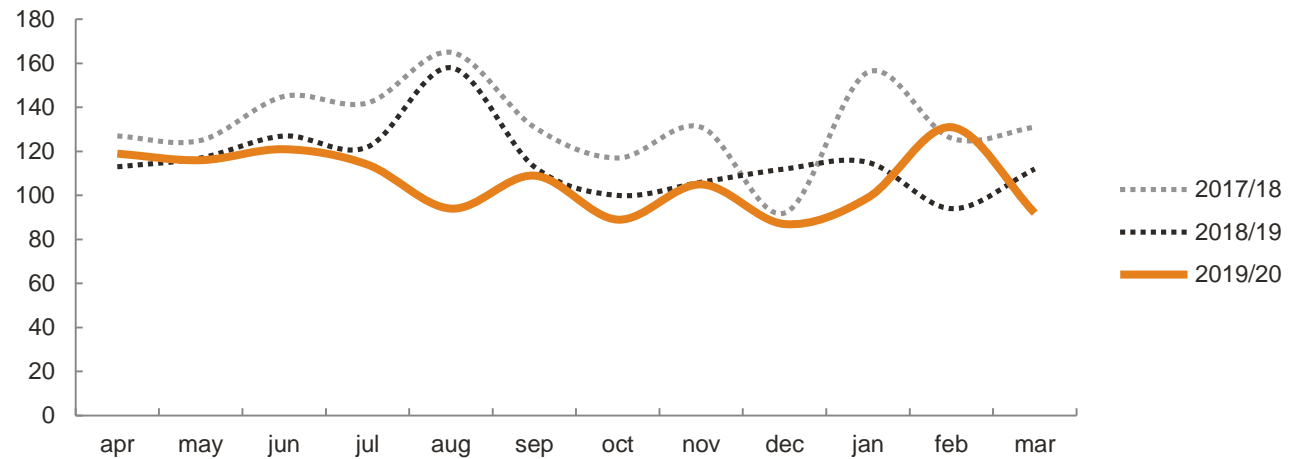
The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to food safety. Types of cases recorded under this category include complaints about food products, hygiene of premises complaints and requests for business advice. The chart (bottom right) 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 51% of cases were; with three quarters of complaints relating to food products and a quarter to hygiene concerns at food businesses.

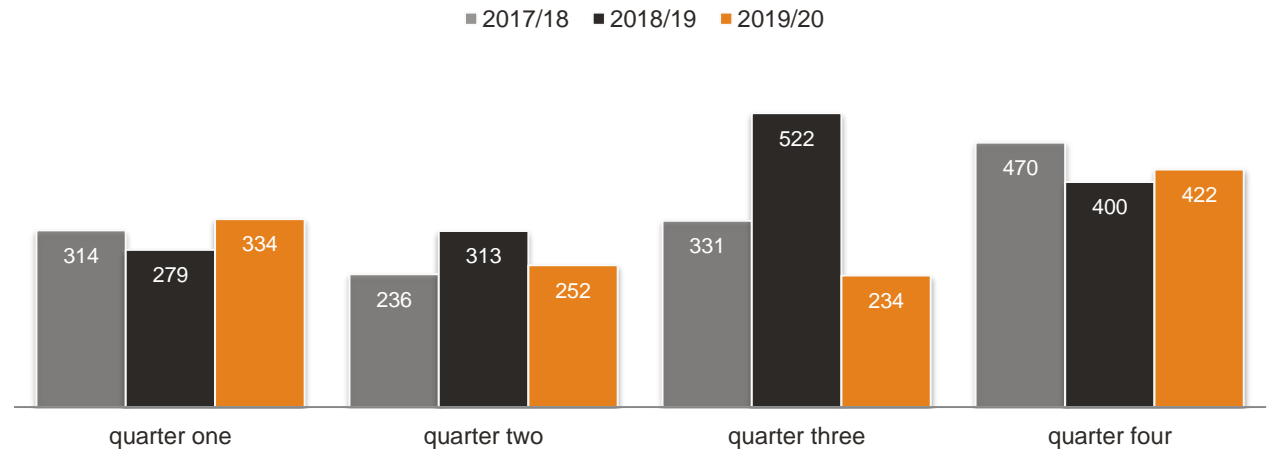
The remaining 49% of cases were largely enquiries, but also included requests for export health certificates and requests for reratings.

Based on the 1242 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 due to COVID-19.

complaints and enquiries



fhfs interventions



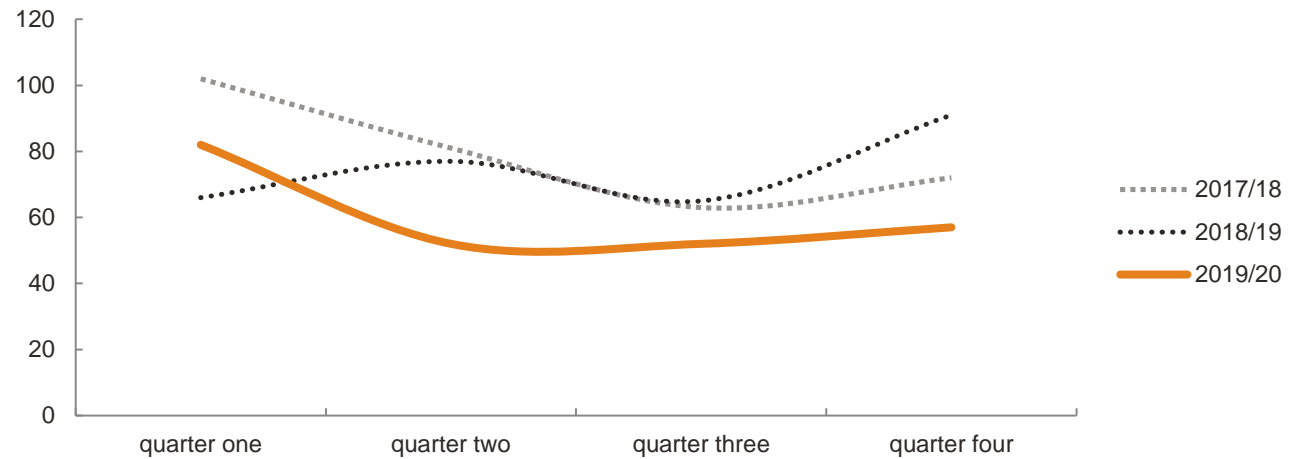
Health and Safety

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.

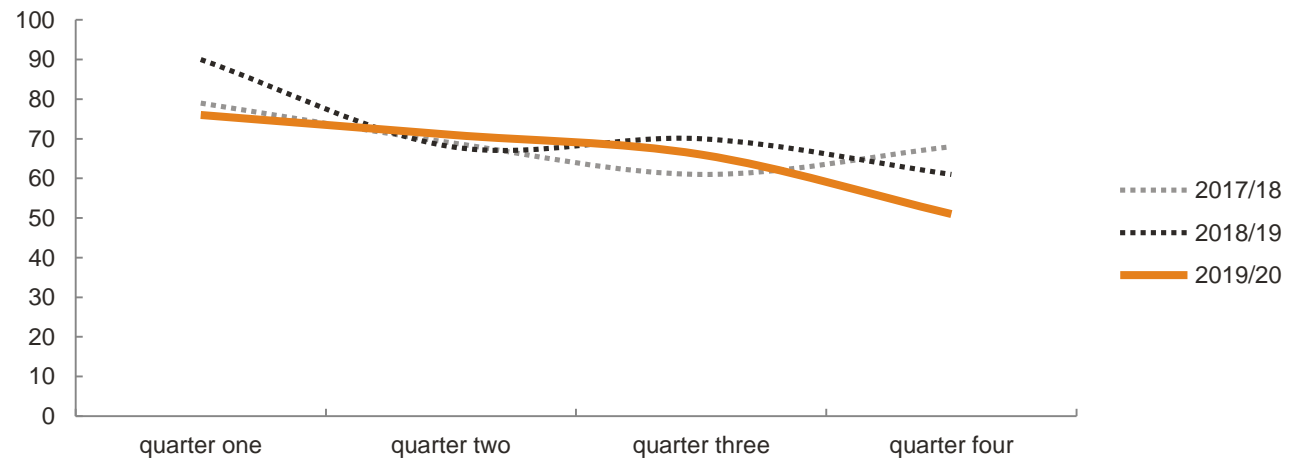
The number of health and safety cases received during this year is broadly in line with the previous year. There has however, been a continued decline in the number of complaints and enquiries.

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.

complaints and enquiries



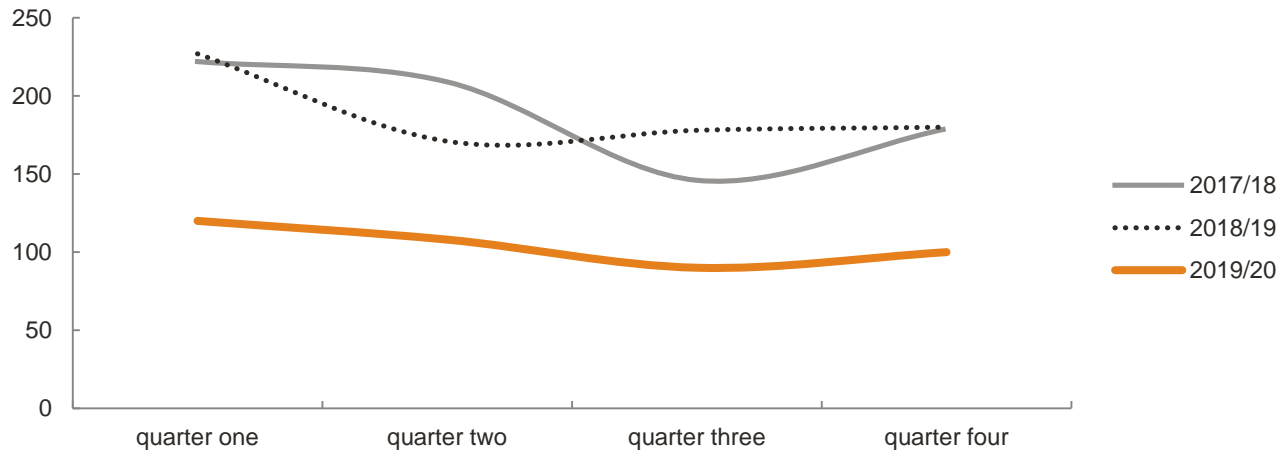
accident reports



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.

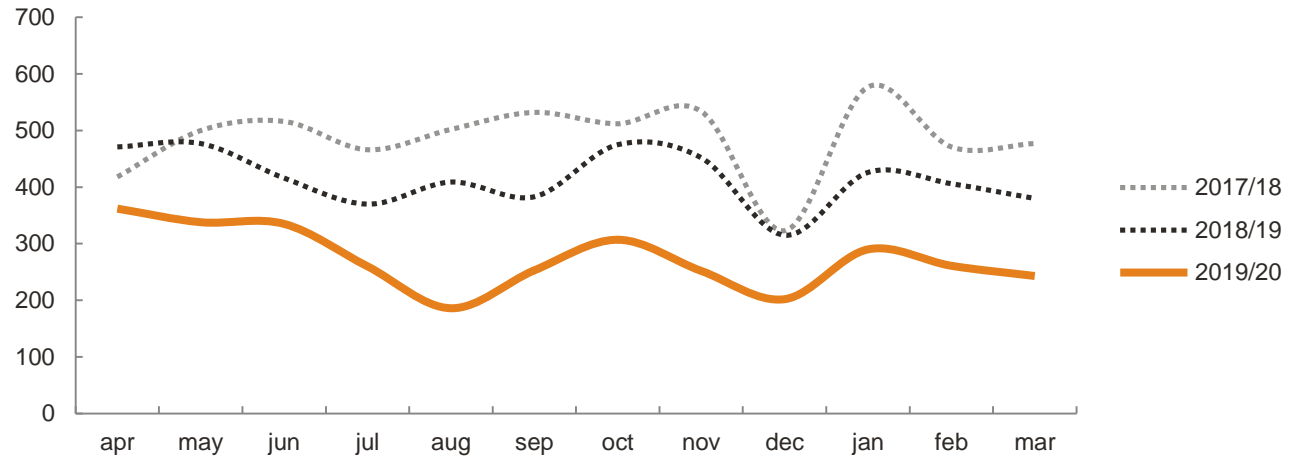
Licensing complaints, enquiries and applications relate to the following;

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

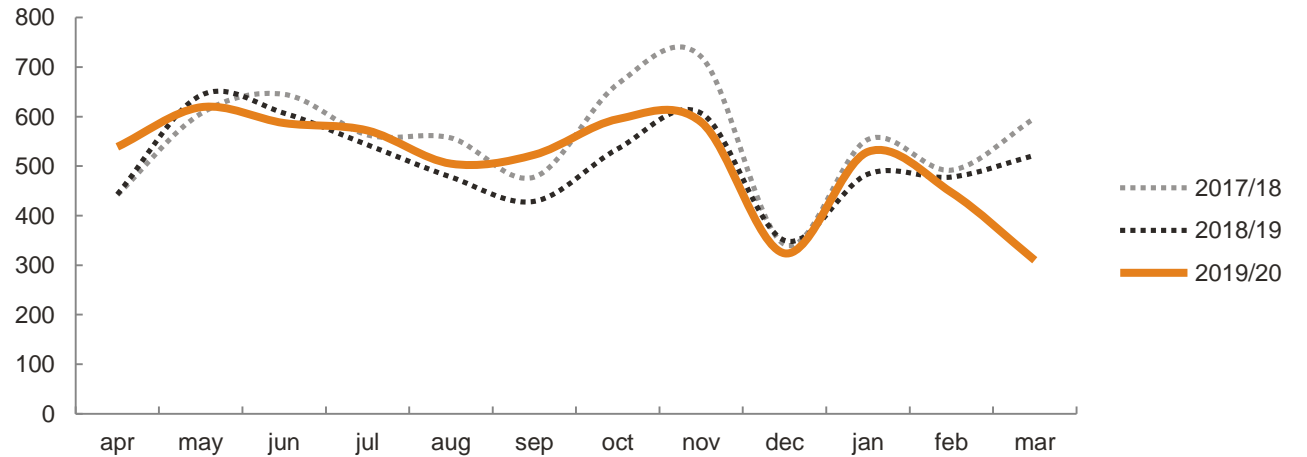
The number of licensing applications received remains consistent with previous years. Approximately 44% of applicaitons received this year related to alcohol licensing (including gambling), with temporary event notices the most prominent subcategory. A further 43% related to taxi licensing.

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

complaints and enquiries



applications



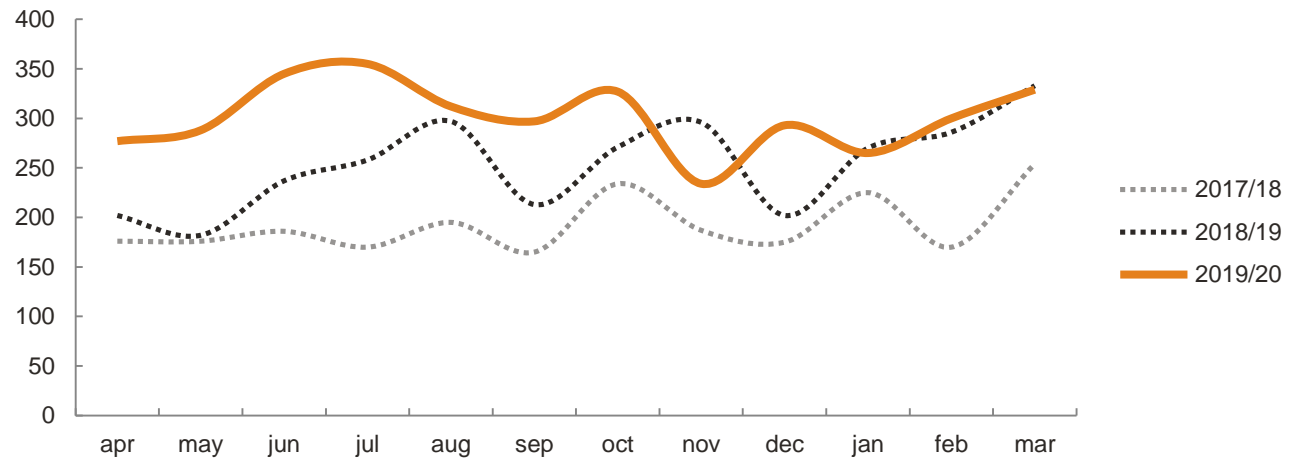
Planning

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 18% higher than the previous year. Approximately 89% of planning enquiries are consultations, whilst half related to contaminated land.

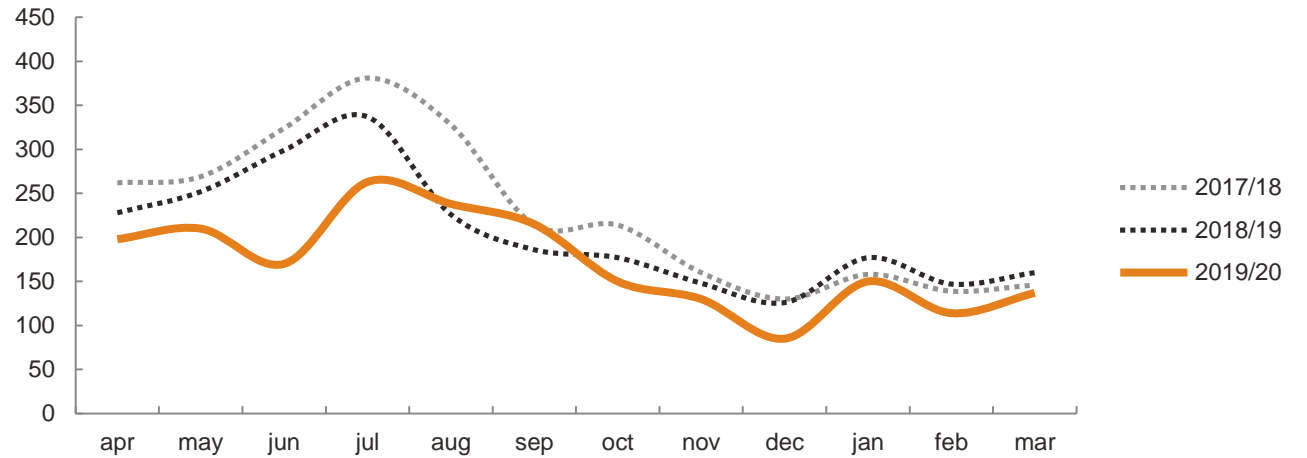


Pollution

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.

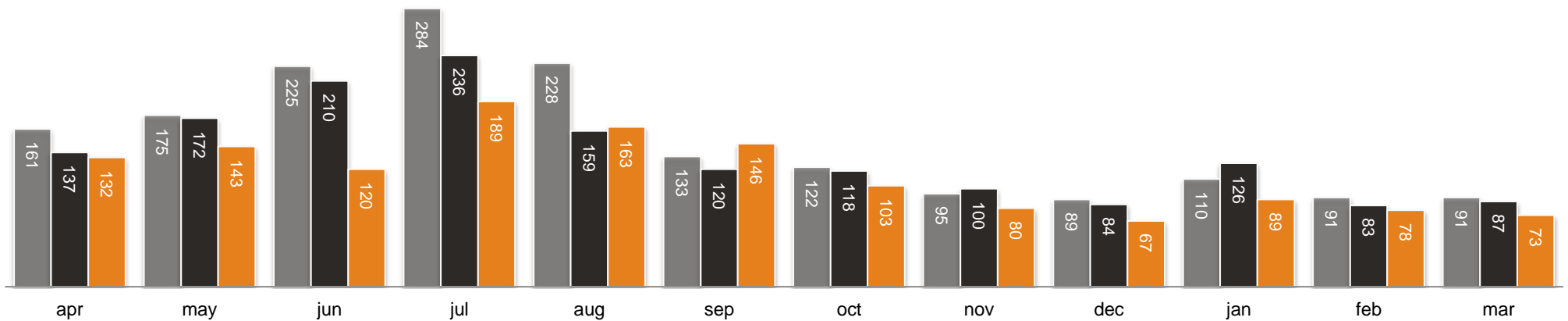
The number of pollution cases received this year is a reduction of 16% compared to the previous year. In parallel with previous years, approximately two thirds of cases were complaints relating to noise nuisance; with domestic noise the most prominent subcategory. A further 15% of cases were complaints relating to smoke nuisance.

complaints and enquiries



noise

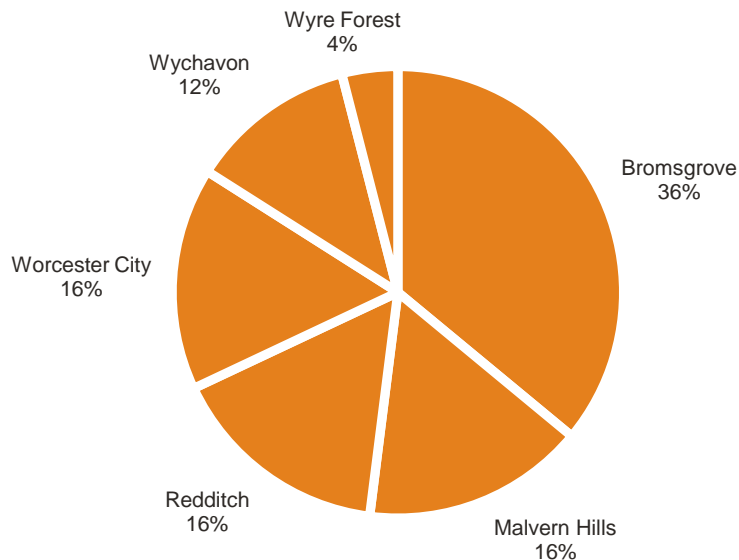
■ 2017/18 ■ 2018/19 ■ 2019/20



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.

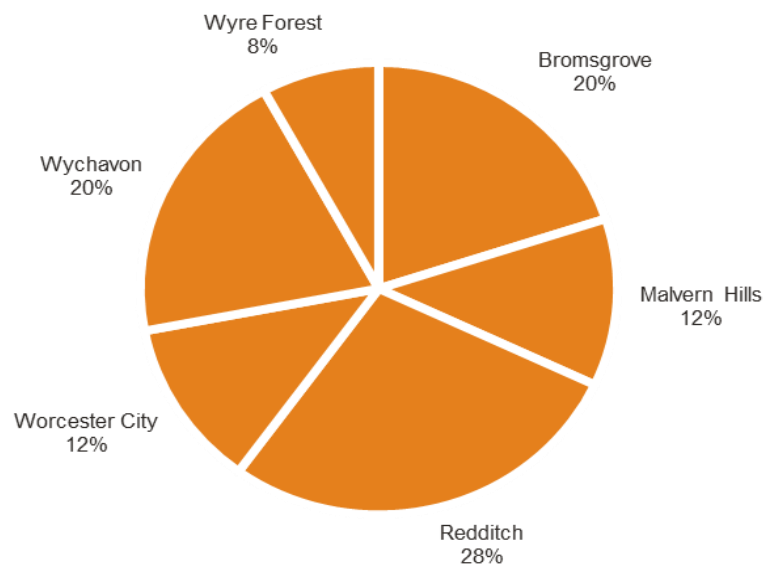
Note: Data shown on this page represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



Ward	Total	Population	Rate
Droitwich Central	13	2,570	5.06
Cathedral	54	11,488	4.70
Upton And Hanley	18	4,153	4.33
Rainbow Hill	23	5,525	4.16
Lowes Hill	12	2,888	4.16
Charford	15	3,670	4.09
Charford	15	3,670	4.09
Catshill North	11	2,818	3.90
Offmore And Comberton	35	9,726	3.60
Barnt Green And Hopwood	10	2,866	3.49
Warndon	20	5,754	3.48
Batchley And Brockhill	30	8,727	3.44
West (Malvern)	14	4,112	3.40
Avoncroft	11	3,242	3.39
Lodge Park	19	5,608	3.39
Bredon	9	2,666	3.38
Rock Hill	10	2,969	3.37
Arboretum	21	6,301	3.33
Abbey	21	6,323	3.32
Winyates	26	8,257	3.15
Sanders Park	11	3,559	3.09
Sidemoor	12	4,021	2.98
Pickersleigh	19	6,446	2.95
Alfrick And Leigh	10	3,493	2.86
Pershore	22	7,716	2.85

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

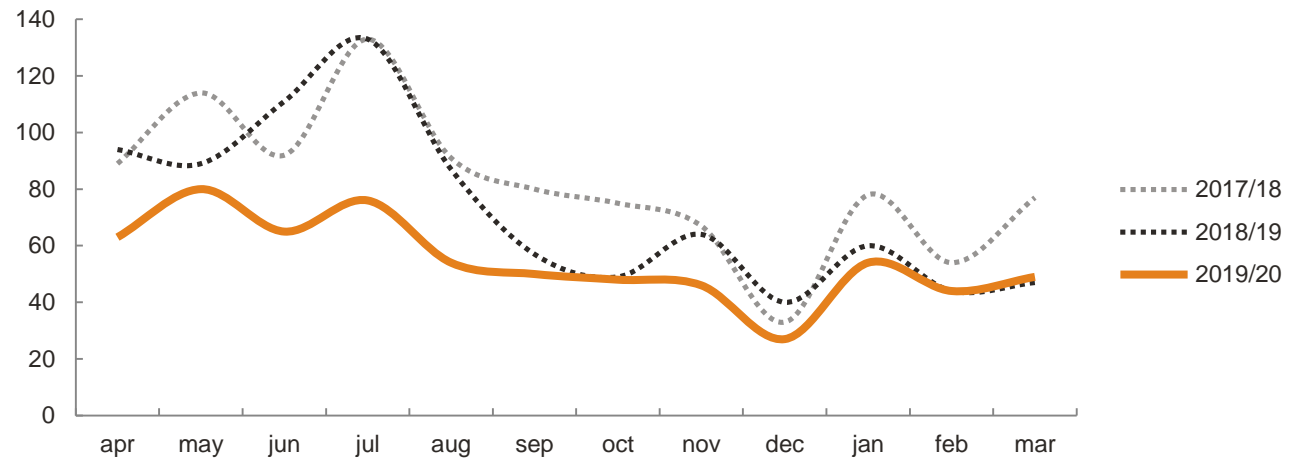
Public Health

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 a subsidised pest control service.

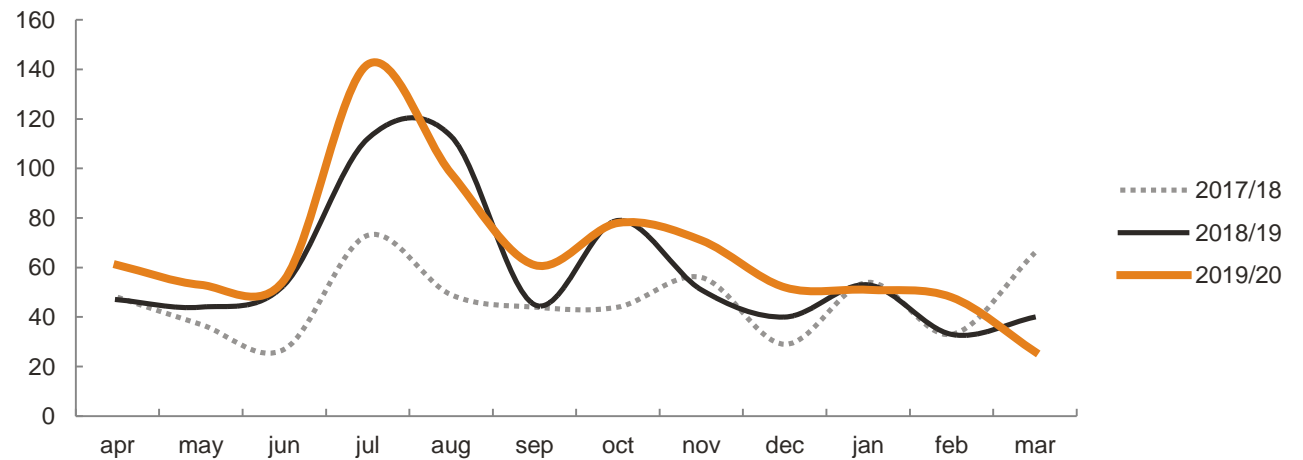
The number of public health cases received by WRS during the year is a reduction of 25% compared to the previous year. Approximately 60% of cases have related to pest control, whilst a quarter of cases are complaints relating to the accumulation of waste at domestic properties.

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.

complaints and enquiries



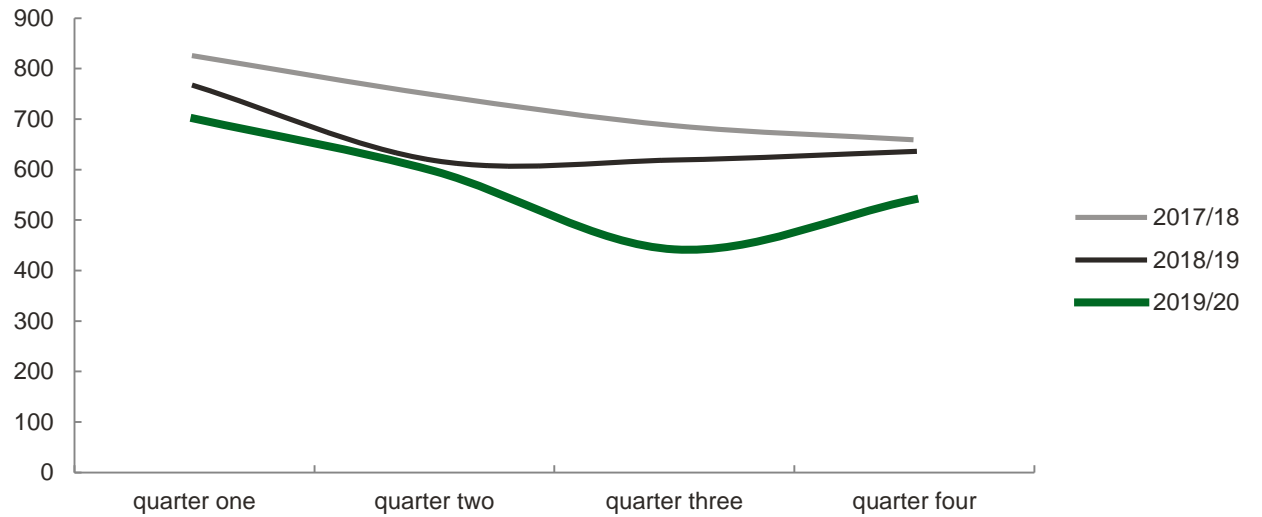
pest control (domestic subsidised treatments)



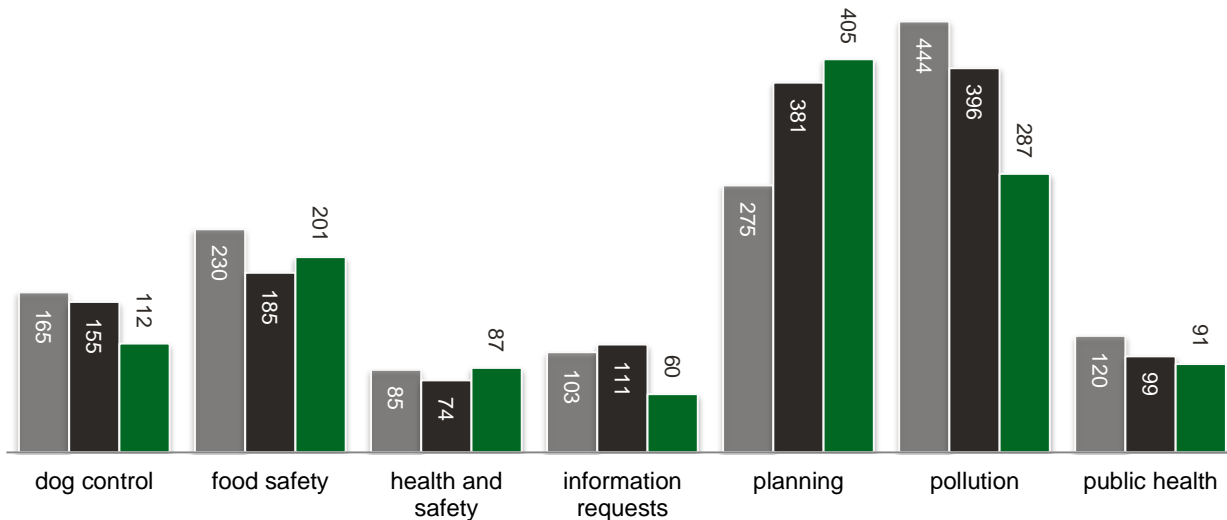


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Bromsgrove.

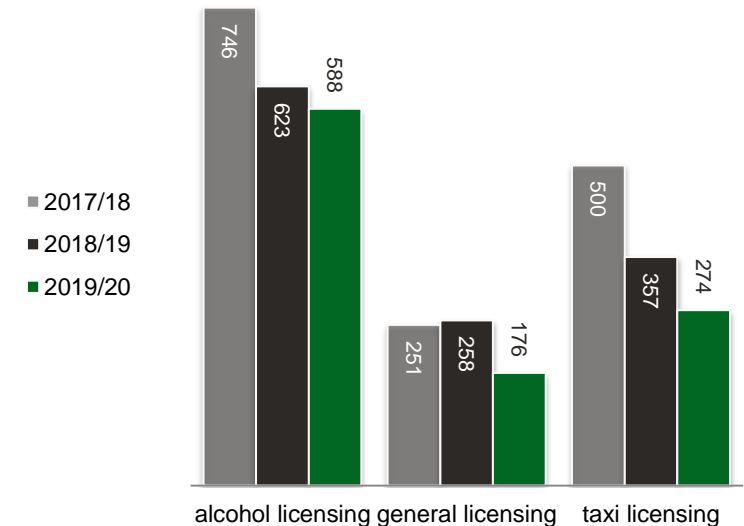
Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2019/20 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



environmental health

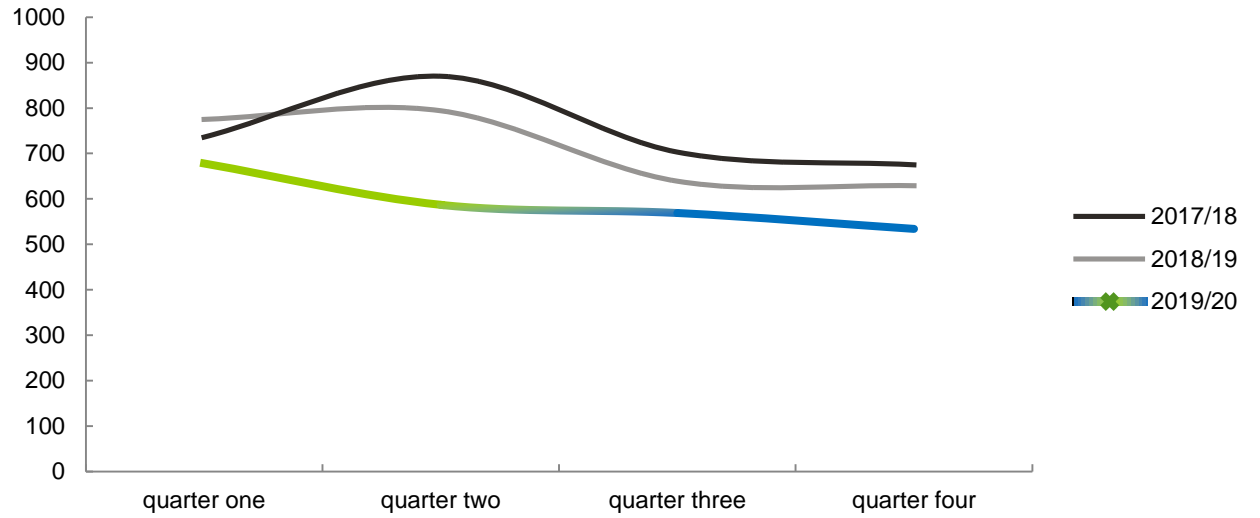


licensing

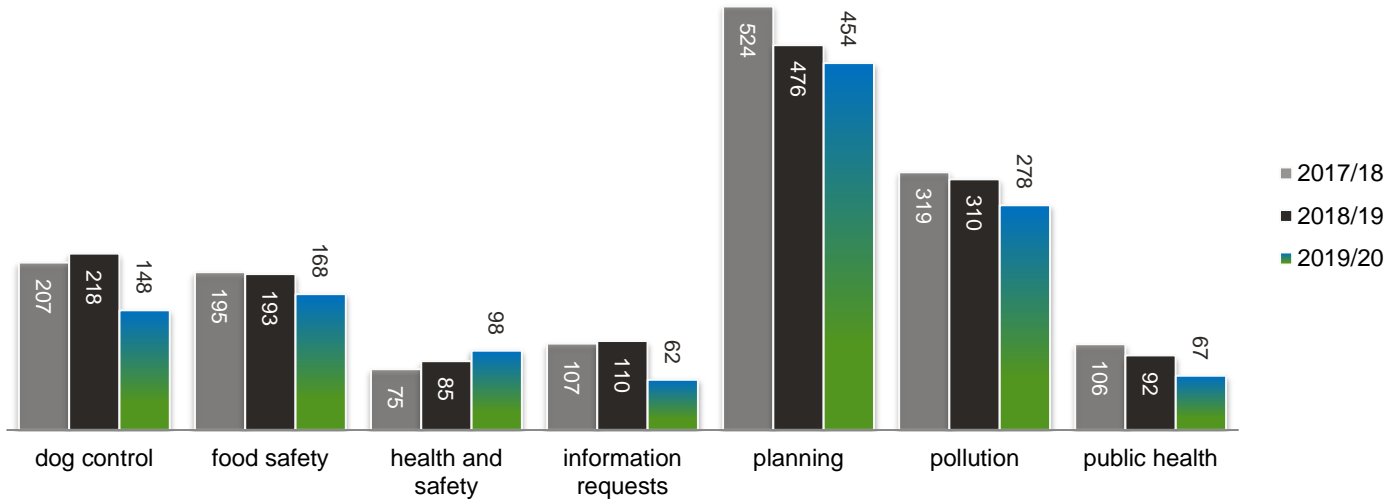


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Malvern Hills.

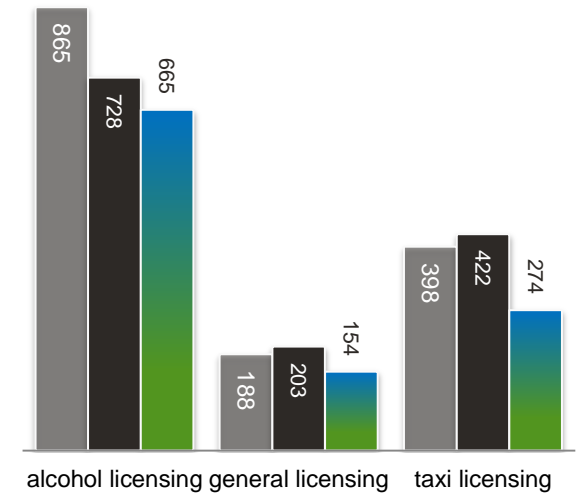
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environmental health

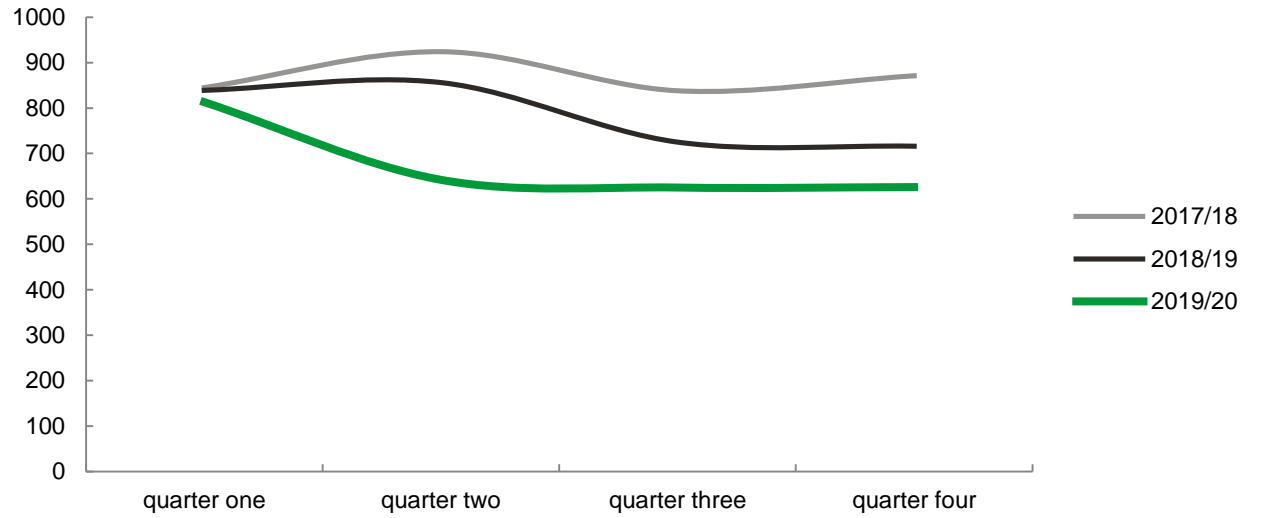


licensing

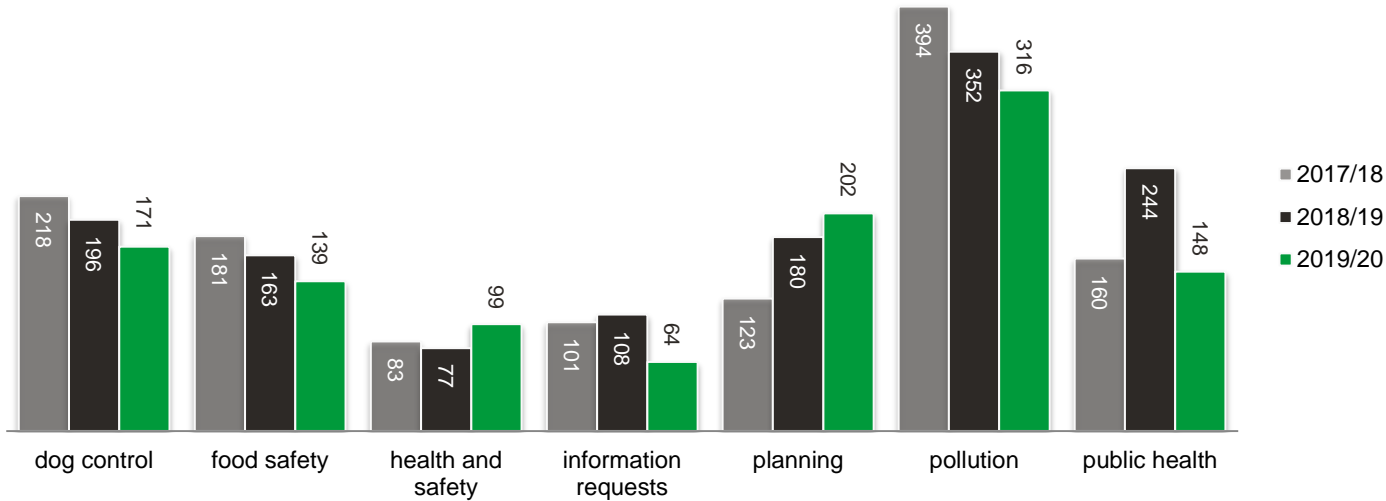


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Redditch.

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

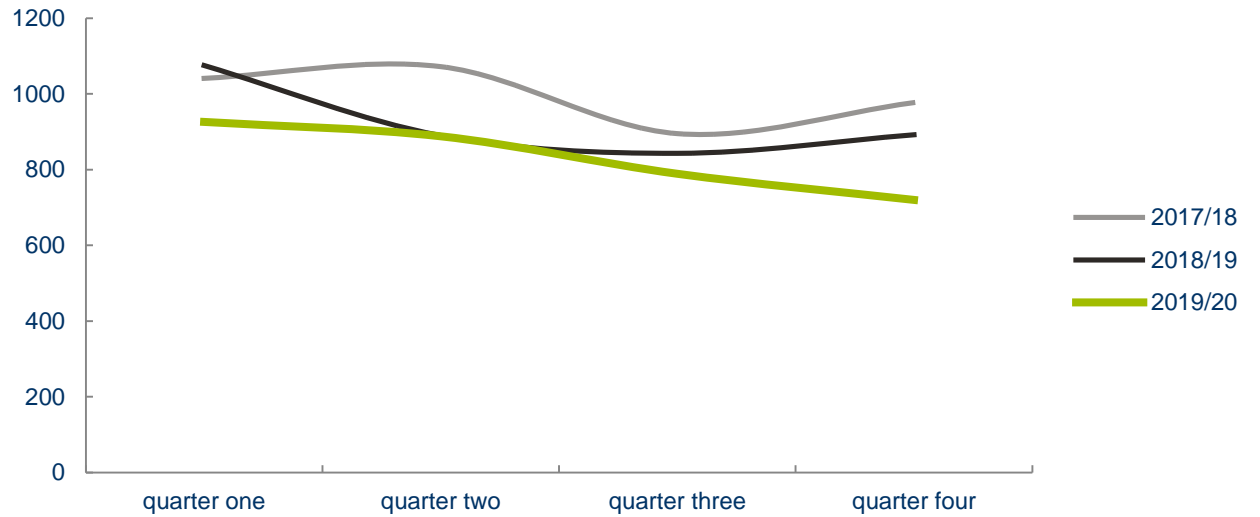


licensing

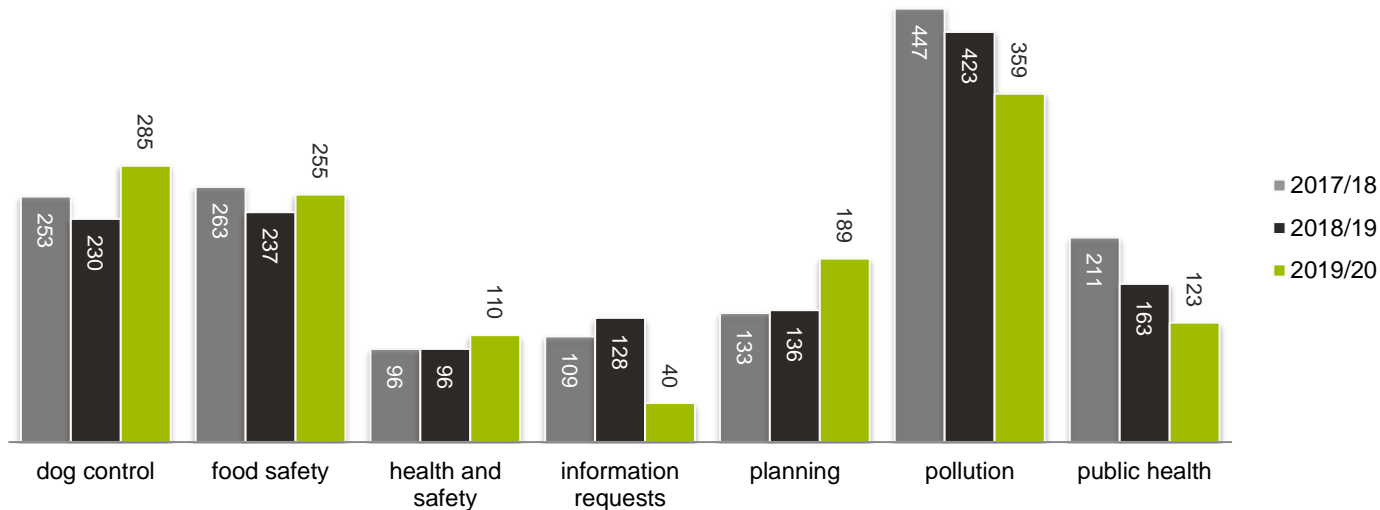


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Worcester City.

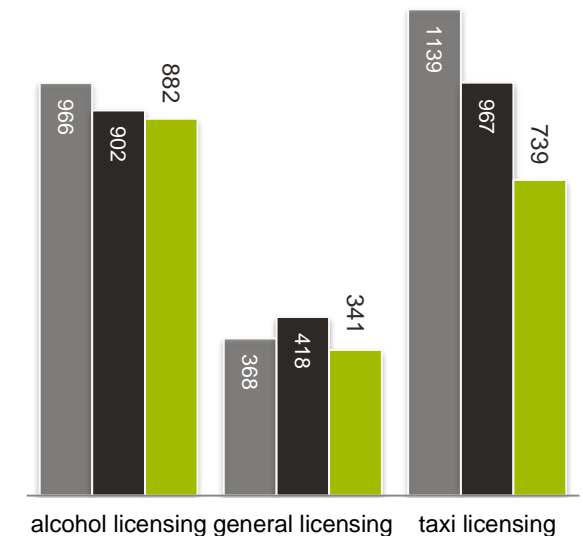
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environmental Health

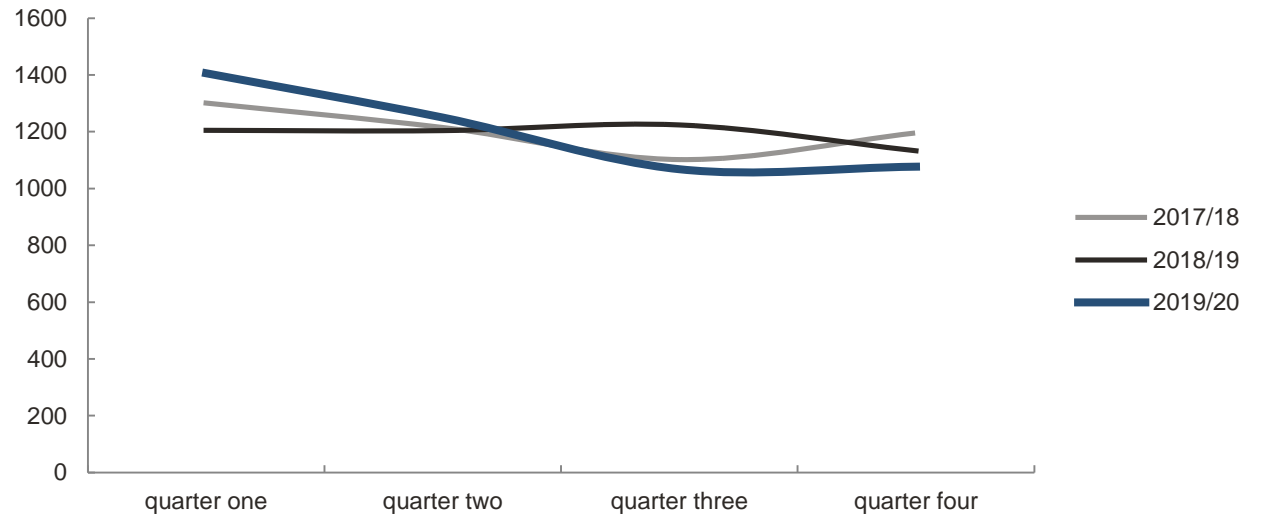


licensing

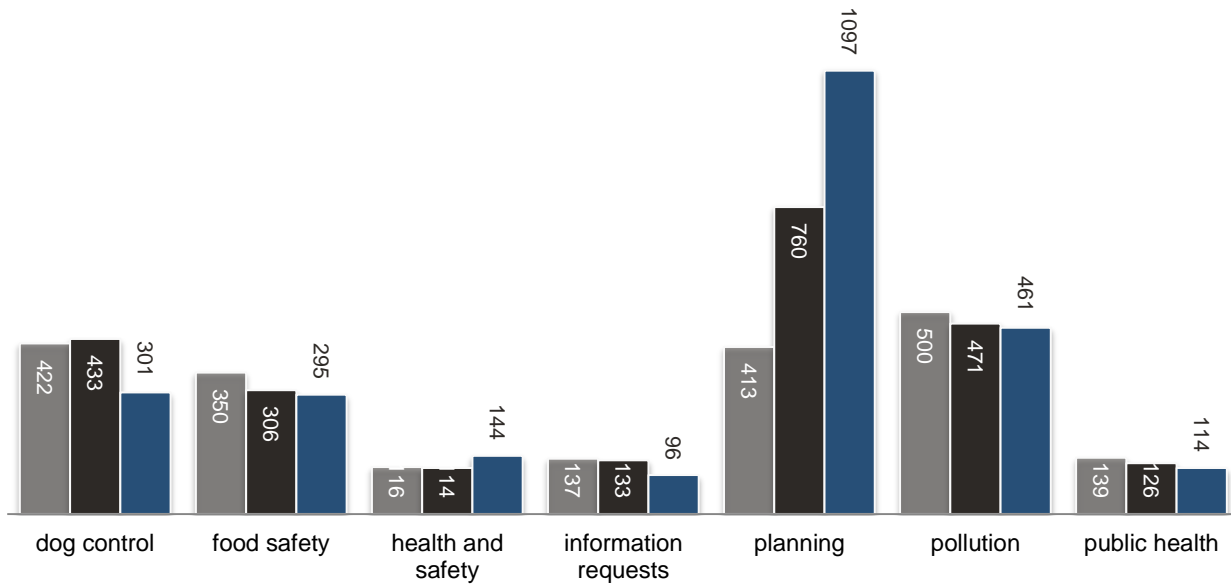


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Wychavon.

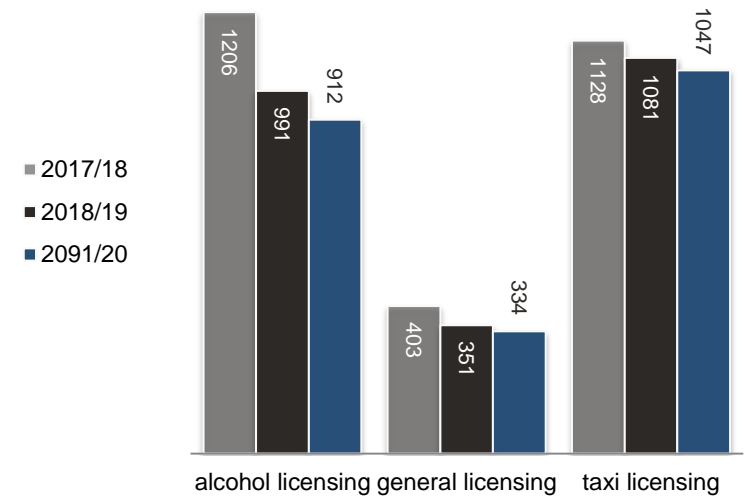
Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2019/20 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



environmental Health

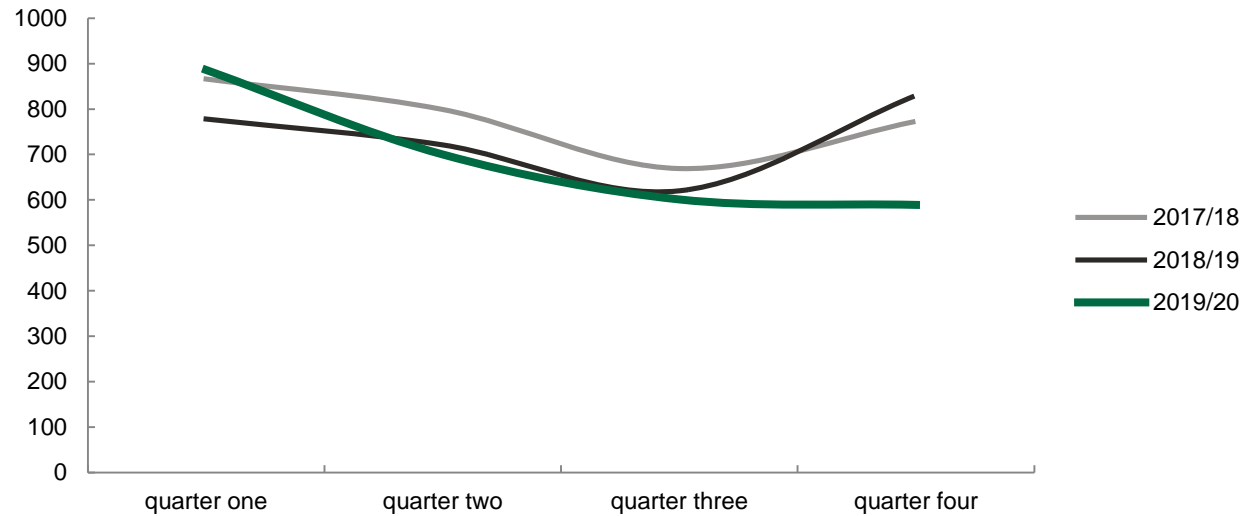


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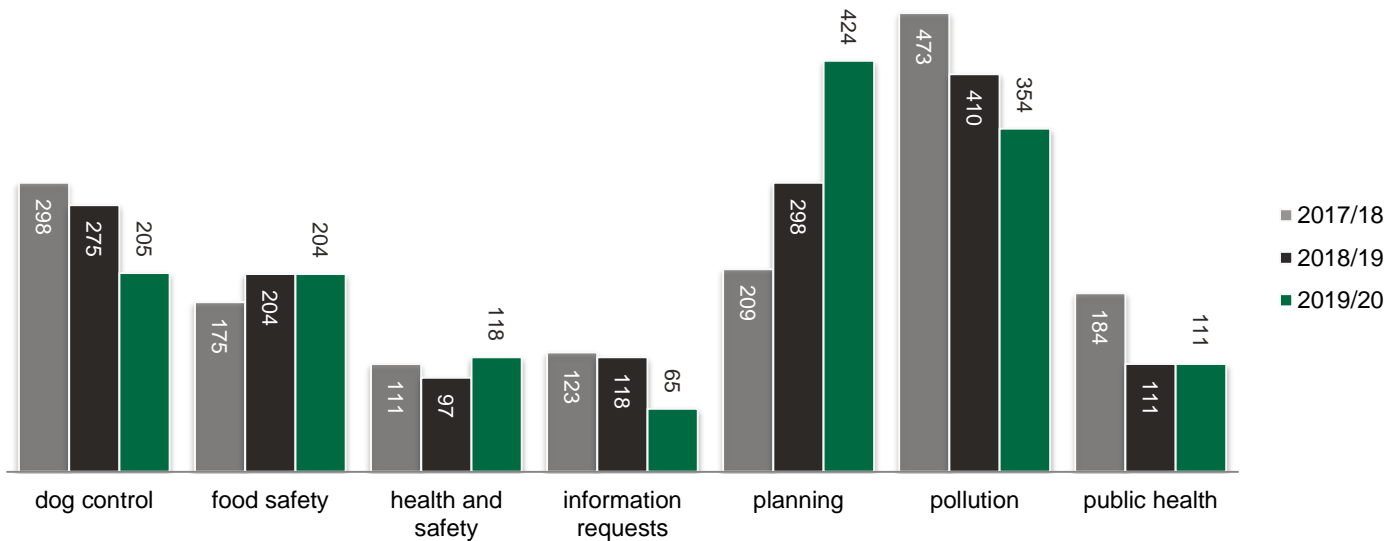


The data on this page relates to Environmental Health and Licensing complaints, enquiries, applications or notifications where the subject or enquirer was located within the district of Wyre Forest.

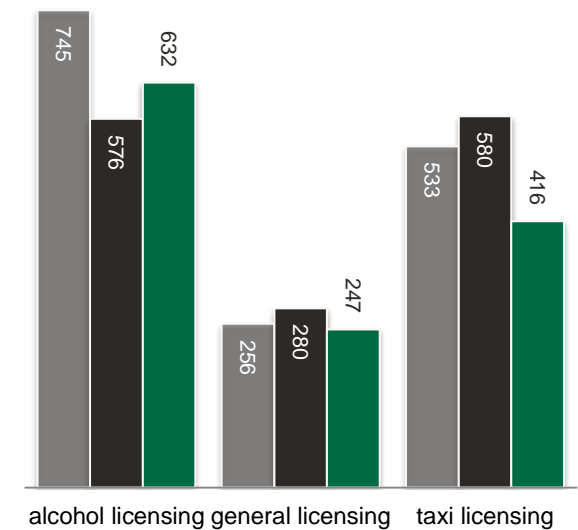
Note: The charts (below) show the number of cases recorded against each of the main functions undertaken by WRS. The total for 2019/20 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



environmental health



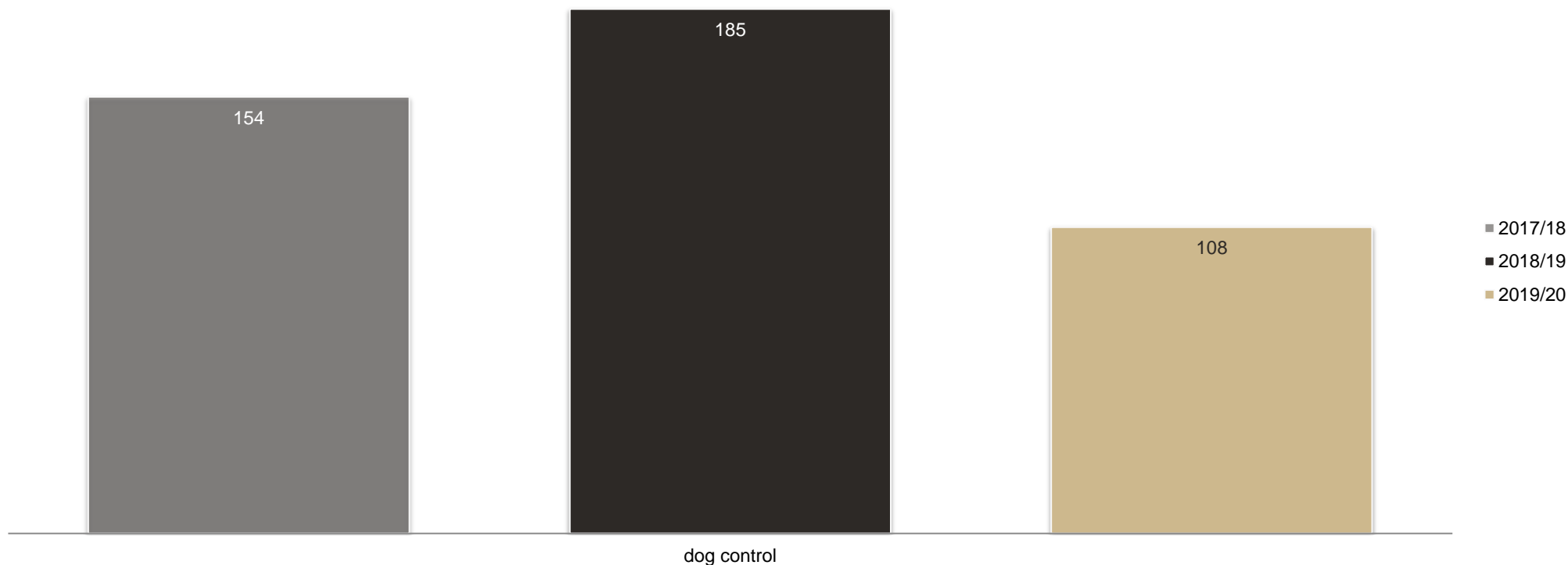
licensing



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 this is year is lower than 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.

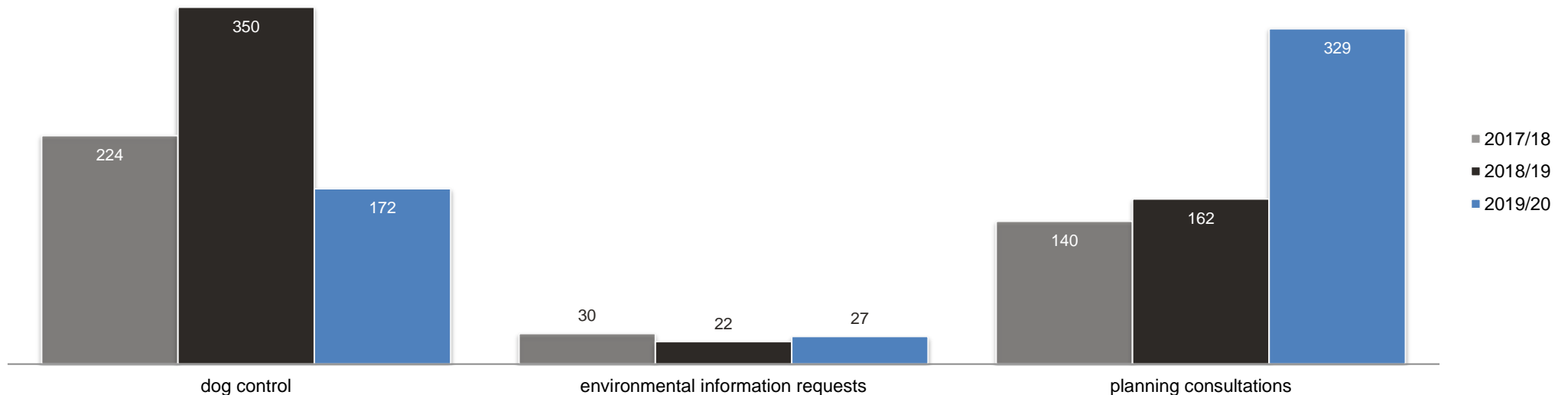


Gloucester City Council

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.

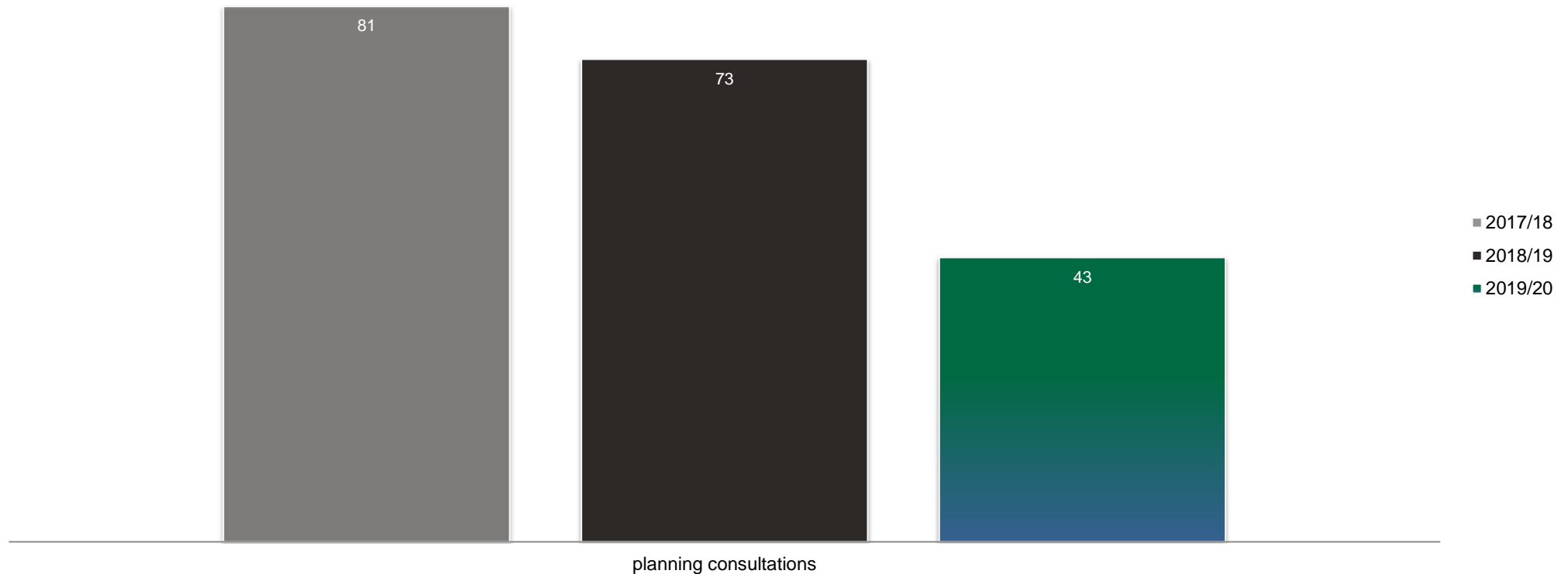
The chart (below) shows the number of cases recorded against each of the functions undertaken by WRS. The total for 2018/19 represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



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 has dropped considerably in comparison 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.



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.

