

WRS Board
18th June 2020

Worcestershire Regulatory Services Annual Report 2019/20

Recommendation

That the Board note the Annual Report for 2019/20 and agree that a copy be forwarded to each Chief Executive of the 6 partner authorities and also to the wider elected member base in their areas.

Contribution to Priorities

Not applicable

Summary

Under the Worcestershire Shared Services Partnership Service Level Agreement, the Head of Worcestershire Regulatory Services and the Lead Finance Officer for the host authority, Bromsgrove District Council, are required to submit to the Board an annual report that covers the performance of the shared service and provides a summary of the finances. This report covers the period from 1st April 2019 to 31 March 2020. If endorsed by the Board, a copy will be forwarded to each Chief Executive of each member authority and the authors would request that members use their usual channels within their authorities to distribute the report to the wider elected member cohort.

Report

Under Clause 11 of Part 1 of the Shared Services Partnership Agreement, the Board is required to receive a report at its annual meeting which will be held no later than 30 June. The report covers the period from 1 April 2019 to 31 March 2020. The annual report is co-signed by the Head of Worcestershire Regulatory Services and the Lead Financial Officer for the Host Authority as required by the legal agreement.

The report covers the performance of the service for that period, both in terms of KPIs and highlights of activity, a short summary activity report appearing at Appendix 5. This has been reduced somewhat as the Committee now receives a separate Activity Data report, which covers these aspects in much more detail. Some detail of the performance indicators has also been covered in the Activity Data Report.



Generally, performance has remained good. Food business compliance rates remain high. Taxi license renewals are dealt with in a reasonable time in the main. The taxi fleet appears to be generally in good order, although the results from enforcement exercises suggest some driver/ operators need to improve in terms of maintaining vehicles.

Complaints against the service are significantly exceeded by compliments. We understand the main issues for complaints, which are related to either paying for the cost of stray dog recovery or the fact that we cannot resolve an issue that is causing annoyance to a resident due to the law on nuisances.

The indicators for licensed premises and noise complaints have been in place long enough now for us to establish good base-lines. The former shows that generally premises in the County licensed to sell alcohol are well managed. The figures can now be used, along with intelligence, to focus enforcement resources in a proactive way to tackle any individual problem premises, although these are relatively few and far between. As we have said previously, most complaints relate to nuisance issues, usually created when a venue introduces a novel activity like live music to diversify its activities. These are usually relatively minor and the overall rate of noise complaints is relatively low and probably reflective of the generally good environment in Worcestershire.

The Annual Report also gives a summary of the financial position, the key achievements and covers issues relating to human resources. There are also sections on risk management and equalities. The Report will be published on the WRS website and will be shared with other partners e.g. Worcestershire LEP. A press release will be sent out to accompany the publishing of the report. Putting the report into the public domain meets the requirement in the Regulators Code, made under the Regulatory Enforcement and Sanctions Act 2008, which requires local authorities to publish summary information about their regulatory activities each year.

Financial Implications

The financial implications are contained within the Annual Report.

Contact Points

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Background Papers

WRS Annual Report 2019/20

