

WRS Board

Date: 1st October 2020

Title: Activity and Performance Data Quarter 1 2020/21

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 Q1 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

At the last meeting in June, members received an update on the work the service had undertaken in relation to Covid 19 since the beginning of lockdown. This report will focus on the other work done during quarter 1, on what is often referred to as our "business as usual" activities rather than the disease response work that featured in June's report.

The first quarter of 2020/21 commenced with the economy in lockdown and with many of the businesses we would normally deal with either closed or operating on a different trading model (by takeaway for food or delivery for non-food products.) This made this a quarter unlike any other in WRS 10-year history.

The Food Standards Agency suspended the Food Hygiene inspection programme at the beginning of lockdown in March and this continued throughout the first quarter. This explains the low number of inspections, reflecting that the service was engaging mainly with new entrants to the sector or those wanting re-rating. Clearly any allegations of serious misconduct were also followed up.

On the Health and Safety at Work front, the numbers of complaints and enquiries was lower than the equivalent quarter of the previous two years, again most likely because many of our regulated businesses were either



closed or operating at much more limited capacity. Interestingly the number of accidents reported through the RIDDOR system remained reasonably level with previous periods and drops elsewhere in service areas were not reflected.

Stray dog numbers continued to follow their downward trend. Officers were concerned that the economic difficulties might lead to a spike in dog abandonment as people decided that they could not afford to feed their pets, however it appears that the government's financial measures, whilst not having this in mind, may have had a spin off in preventing this.

Numbers of license applications were also down in quarter 1. We normally see an increase in applications for temporary event notices during this period but with pubs shut and music festivals off the menu for much of the summer, these applications were not received. Other areas of business were slightly down but the taxi trade, in the main was not largely impacted. There were delays in some districts for new vehicles joining the fleets as the council garages that tested them were closed and license surgeries suspended, so any such applications needed to be delayed. Renewals went ahead as normal and licensing officers continued to monitor the impact of the pandemic on numbers applying to renew.

Planning application numbers did fall during quarter 1, again linked to lockdown, however numbers did start to rise again sharply subsequent to this. Environmental Information Requests, often associated with the planning and development process were also down for this period.

One area that didn't fall was nuisance/ pollution complaints. With many more people working from home and encountering situations they would not normally encounter, the numbers of nuisance complaints began climbing late in Q4 and continued through the quarter with numbers ending up higher by the end of the quarter than either of the equivalent periods in 2018/19 or 2019/20. Public Health complaints (accumulation nuisances, and similar,) also appeared in relatively high levels, ending up at a similar level to 2018/19 and above last year's figure for the same period.

This was at a time when a significant number of our officers were engaged with the pandemic response, so those who managed the normal day to day activities deserve as much praise as colleagues working on the response to the emergency, having ensured we do as much as we can in these areas.

Performance

We always remind members that the reportable performance indicators are more limited in quarter 1 but the year appears to have started reasonably well from a customer satisfaction perspective with the non-business customer measure at 74.6% and business customers at 99.3%. Given the pressure on the service during quarter 1, this has to be seen as good.

The Broadly Compliant measure for food businesses is based on



relatively limited numbers of interventions, so may be of limited value. We will continue to report this for completeness but it will be less relevant until the normal inspection routine re-starts. This is unlikely to commence before 31st March 2021. Members should note that this is historically an annual measure and is derived from what was National Indicator NI184 in the old suite of government indicators, so any figures other than the final year end one are only ever indicative.

Compliments outnumber complaints by 3:1 (18:6) and staff sickness is looking reasonably good at 0.61 days per FTE. This is on a par with previous years at Q1 (0.75.)

Contact Points

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Background Papers

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



Appendix B: Table of PIs 2020/21

Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	74.6			
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	99.3			
3. % businesses broadly compliant at first assessment/ inspection	Annually	98.3			
4. % of food businesses scoring 0,1 or 2 at 1 st April each year	Annually	1.7			
5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly	NA		NA	
6 % of vehicles found to be defective whilst in service Number of vehicles found to be defective by district and the percentage this represents of the fleet county-wide	6-monthly	NA		NA	
7 % of service requests where	Quarterly NB: fig is cumulative	63.2			



	customer indicates they feel better equipped to deal with issues themselves in future					
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	6/18			
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	0.61 days per FTE			
10	% of staff who enjoy working for WRS	Annually	NA	NA	NA	
11	% of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	NA		NA	
12	Rate of noise complaint per 1000 head of population	6-monthly	NA		NA	
13	Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA		NA	
14	Cost of regulatory services per head of population (Calculation will offset income against revenue budget)	Annually	NA	NA	NA	



