

Worcestershire
Regulatory Services

Supporting and protecting you

Activity Report | 2021-22



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Foreword

Welcome to the second activity data report for 2021/22.

Summer has come and gone, the leaves are turning and everyone is preparing for the long dark nights of Winter. So far, we seem to be blessed with higher than average temperatures and, while this has been good for us gardeners, it has meant that our busy period for nuisance has extended into Quarter 3, which you should see in the next report. But looking at Q2, the stand-out figure is the summer nuisance spike, it being well above the previous two years in terms of numbers, although we know we always see an increase during Summer. We think this has been down to a number of factors including businesses in the hospitality sector looking at live music as a way to bring people into their premises where this has not featured before but also possibly down to the public having had 18 months of relative quiet, with the night time economy being closed for much of it and many businesses working in a more limited way. It seems many members of the public have got used to the reduced level of disturbance and many would like to retain it. This has created a massive pressure on the team and has made responding in a timely fashion difficult as we have been unable to pull in additional resource as it is all committed in the covid sphere. This seems to account for our drop in customer satisfaction as response times and time to resolve are the two areas impacted. We have been able to bring in a small number of contractors to start to tackle the back-log of food work created by the Food Standards Agency's decision to suspend the food inspection programme. As you'll see numbers of visits are up for the last quarter but we need to do more. David and the team are looking at ways to keep us on track with the Agency's timetable. Food safety complaints were up and we are using a triage process to help identify which ones need intervention and which can simply be treated as intelligence to support future visits. This allows us to retain the focus on catchup work. On general health and safety work, numbers of both complaints and reported accidents were up on the first quarter, possibly as more businesses get back to fuller operations.

In licensing, a small fall in complaints and enquiries was more than off-set by a significant increase in applications, led by both the taxi trade and the hospitality sector. More applications were coming through for taxi related activity showing the trade moving back towards more normal levels as the economy re-opens and temporary events continued to feature strongly as many businesses and others used the Summer to reintroduce events and similar activities to increase footfall. In Technical Services, planning applications was one of the only areas where we saw a fall in numbers, but only back towards the normal trend line from the earlier peak, so this area of work remains busy. Also, whilst numbers of dog-related complaints fell slightly, the number of dogs straying was up, possibly linked to more people returning to work during the day, which is something the team anticipated.

Finally, Covid has not gone away. We still have a number of EHOs embedded in the Local Outbreak Response Team; we still have a small team looking at Covid compliance in the night time economy, our Covid advisors continue to provide business support and act as the door knocking service where contact tracing does not elicit a response from infected individuals and we have continued to grow our local contact tracing unit, which has now taken calls from the national team for cases in Worcester, Redditch and Malvern Hills. The plan is to expand this work to cover the whole of Worcestershire in time. All of this is supported by funding from the County Council.

So, there is still never a dull moment for the staff of WRS. We hope you find the report interesting and if you've any questions please do contact myself or one of the Management Team.

Simon Wilkes

Head of Regulatory Services

Community Environmental Health

Statutory Nuisance

The surge in nuisance demand continued throughout the summer, with high numbers of complaints about noise from licensed premises remaining a notable feature. This was particularly challenging for CEH with several team members being re-assigned to cover Covid related work, leaving fewer than usual to deal with the summer peak of nuisance cases. This resulted in an unprecedented backlog of cases, peaking at over 200 nuisance cases pending allocation plus around 800 cases under investigation. Abatement Notices were served for issues including noise nuisances from amplified music on licensed premises, barking dogs, accumulations, and insufficient drainage arrangements.

The Team have started to receive a number of complaints in relation to noise from recently installed air-source heat pumps, which is a concern given how few have currently been installed and the national push for their wider adoption. Magistrates heard an appeal against a noise abatement notice served upon licensed premises concerning noise from amplified music. The appeal was dismissed, the court finding that the notice was properly served and entirely justified. A prosecution case relating to breach of a noise abatement notice in respect of barking dogs was due to go to trial but was adjourned following application by the defence due to ill health.

A significant number of private water supply samples were undertaken in the period to catch up on those missed during lockdown. This has reduced the backlog with further steps being taken to manage the claw back.

Local Outbreak Response Team

The dedicated Local Outbreak Response Team remains in place to assist Public Health with Covid advice and outbreak investigations. Our relationship has matured over the period and the need to meet daily is no longer required. As the year progressed cases have become more random in nature and we continue to find that businesses have adapted well to the new Covid risk assessment requirement with low risk of workplace transmission.

Covid Business Enforcement

Seven officers led by a Principal took on the role of Business Compliance during the period to provide advice and enforce the various legislative requirements. The constant changes to legislation as the pandemic progressed presented challenges both to officers and business, moving from enforcement to advice as Step 4 approached.

In August, your Officers went to trial on one of the most nationally significant cases for business non-compliance of the Covid regulations. The trial took place before District Judge Strongman and involved a card and bookshop in Wychavon, Grace Cards and Books, which had continued to trade during the lockdowns despite multiple verbal and written warnings, prohibition notices and the issue of fines.

In summing up, the Judge confirmed for the court that there were seven offences falling under different regulations. He summarised briefly the events, namely that the local authority (WRS) were notified by Police that the shop was open and trading during lockdown despite being advised to close, and that subsequently the owner was served with two prohibition notices across different regulations, directing him to close. The owner chose to defy the prohibition notices and continued to open throughout the lockdowns. Considering the law, the Judge referred to the regulations as “relatively simple”. Businesses must close unless they fall into the list of businesses that could remain open. He confirmed that the only way to make sense of the legislation is to apply the “principle purpose” test to the exempted categories. The predominant offering of the business was celebrations and birthday items. Selling newspapers and food items was not the principle purpose of this business, he stated. In conclusion the Judge commented that the Council was entirely right to issue the prohibition notices and that no reasonable excuse can exist, regardless of the beliefs of the defendant at the time. The Judge continued stating that “this was a fig leaf. The proprietor was trying to pitch his shop as a newsagents or food retailer and it clearly was not that. He brought the prosecution on himself by trying to shoehorn his business into a different category”. The Judge noted that other people would be going out of business because of the regulations, but they had complied with the law. The sentence was a fine of £35,000 (5k for each offence), costs of £8986 and a victim surcharge of £190. The proprietor has subsequently appealed.

Food Safety Interventions

The summer months brought a gradual return to more ‘business as usual’ with officers able to increase their food inspection work in line with the Food Standards Agency’s recovery programme. New premises remain our priority with many food business operators making enquiries as to why they are having to wait so long for their all-important FHRs score. We prioritise this seemingly never-ending challenge as we continue to receive around 90 new registrations a month, proving that there is still an appetite out there to set up a new business. The good news is that most of the new business are highly compliant.

Members should be aware that we face the same problems as many businesses post Covid, unable to backfill dedicated public health roles with appropriately competent and skilled officers to carry out food safety (and nuisance) work, although we have been successful in retaining 3 of the 4 previously recruited. We continue to find slippage in standards in businesses following the lockdown with many dropping a Food Hygiene Rating (FHRs) level and a few receiving Level 0-2 ratings resulting in several appeals. The understanding of allergen law continues to be an issue across all sectors. We also had an increase in demand for re-rating, perhaps showing the value that our food businesses now place on having a good FHRs score. This is a charged for service and the return visit can be delayed for up to three months if it is deemed necessary to provide sufficient evidence of improved compliance and confidence in management controls

In additional work we receive a steady flow of export certificate requests from two companies, Microferm and Dawn Foods, and the CEH team also continued to deliver the

Operation Corona Fries

This project commenced during the first week of March 2021 and continued throughout quarter one and quarter two.

A team of Officers were tasked with inspecting targeted premises for food hygiene, health and safety, COVID control measures and Licensing compliance. The premises targeted were those food businesses with a food hygiene rating score of 2 and below, namely those not compliant under the Food Standard Agency's Food Hygiene Rating System. WRS Intelligence had identified a direct correlation between those poor performing food businesses and poor COVID control measures. There were approximately 35 premises at start of project, with additional premises being added as further intelligence was received. 41 inspections have been carried out to date.

Following the inspections various types of enforcement action have been taken, namely two red files opened for potential prosecutions, 21 Food Hygiene Improvement Notices served and 4 Health & Safety Improvement notices served.

Premises which were scored at Level zero to Level two (non-compliant businesses) were added to the Intelligence Database (IDB) for other Agencies including Trading Standards, Fire Service, and Immigration to action as they deem appropriate. The work to bring premises scoring less than Level 3 FHRS up to the standard of broadly compliant continues as a priority.

Licensing

The steady increase in enquiries and applications at the end of quarter one carried through into quarter two at a much faster pace in line with previous years prior to the pandemic. The changes made to Gov (online applications portal) centrally by government has had an impact on the processes of the team as now a high number of applications are requiring manual processing which has been a challenge and the team are working with partners to look at how we work around this.

There has been a natural increase in TENs applications, Taxi queries and premises licence queries back to normal levels expected for this time of year.

The consultations for all districts in relation to the Statutory Taxis Standards continue with the implementation on track for 2022. WRS have used a number of channels to communicate to a wide range of stakeholders and look to go through all responses before final proposals are put presented to partners.

The Mobile Homes (Requirement for Manager of a site to be a fit and proper person) Regulations 2020 guidance was published so the team have been busy putting together an application process and fee structure so applicants can now submit applications for determination to WRS.

The Pavement Licence regulations under the Business and Planning act 2020 was extended in the summer until September 2022 and partners agreed that the process will continue to run the same as it has done previously.

Animal Activity has started to plateau with officers now caught up with the backlog of inspections. The team have also noted a reduction in dog related complaints. The operation that the team have been working on over the last 6 months has now drawn to a close on the information gathering stages with the second phase of investigations now starting to commence.

Enforcement and Compliance activity has continued throughout the quarter with officers taking weekly visits across districts both during the day and evening/night time work concentrating on suspended licences, Taxi ranks and general observations of licences holders whether they are street traders, peddlers or premise licence holders. There were just under 300 visits conducted across the districts through Q2 by the NTE team alone with a calling in of 138 Risk Assessments.

To complement the work WRS are doing as part of Covid funding projects we welcomed a new Communications Officer to the team who will be raising the profile of WRS and working across all of the districts to further integrate WRS comms with the objectives of partners going forward.

Technical Services

IT Development

Quarter two has continued to be a very busy period. This has been largely because of the extra demands on our support services due to the unprecedented staff levels we now have in response to the COVID pandemic (COVID Advisors and Contact tracers). We have worked closely with our staff and host IT to help meet the additional requirements of equipment, software licences, training and support.

The start of the quarter saw the culmination of much work with the release of our website that has been built on a new content management system (CMS). Going forward this modern CMS has the potential to meet the growing and changing needs of our service.

Extensive preparation work has also gone into a series of upgrades and improvements to various areas of our back-office systems. This series of work should be completed before the end of quarter 3 and are designed to increase the resilience and efficiency of our back-office systems to support all aspects of the work our service undertakes.

COVID Advisors

Early in quarter two, the Government introduced Stage 4 of its roadmap. This lifted COVID restrictions on the 19th July, with no limits on how many people can meet or attend events, and face coverings only recommended in some spaces but not required by law. This obviously changed the focus of the COVID Advisors role, so they visited businesses across the County to discuss which of the restrictions they were keeping in place (if any) and to see if they required any further advice or support. As part of this, businesses were also asked if they had COVID Risk Assessments in place.

Early August saw the Advisors kept busy with assisting vaccination centres, including the one at Brickfields (Worcester) and Kidderminster Medical Centre walk-in. The vaccination pop up clinics have been a huge success with an uptake of 1300 in Worcester and 400 in Kidderminster. Covid Advisors have received a lot of praise for this. Further assistance was provided at vaccination centres through September including Redditch, Worcester and Evesham pop-ups. With children returning to schools, and the requirement to complete lateral flow tests for pupils, Advisors assisted schools with completing this task. A total of 495 newly registered food businesses were supported by Advisors to ensure they had appropriate controls in place and 30 clinically extremely vulnerable residents have been visited to provide support as required during this period.

Contact Tracing

We have seen a steady increase in positive cases requiring tracing throughout the second quarter, although over the past week there does seem to have been a slight decrease. We continue to undertake Lost to Follow Up work for half the County with Local-4 being in place for the other half (which is where we undertake the all the calls for those Districts rather than National NHS doing it). Across the County we are successfully tracing around 80% of cases. For 10% of cases we have been able to reach them but for varying reasons have not been able to fully complete the tracing call, examples of why this may be is the individual refusing to engage or inability to successfully identify all contacts, this is particularly relevant in school aged children. The remaining 10% we have not been able to successfully reach despite phone calls, emails and visits being undertaken.

Dog Wardens

The second quarter has remained steady, with the service having received contact in relation to 320 dog related matters; including enquiries for assistance or advice and complaints. We were successful in reuniting 202 dogs with their owners, and rehoming 44 with recognised animal rehoming charities. Unfortunately 2 dogs were found deceased. In the region of 60% of dogs collected were without the correct microchip details. In addition we have looked after two client dogs for owners who have had an extended stay in hospital, we have also re-homed another client dog for an owner who agreed to handover the dog as they were struggling to provide the appropriate

Air Quality

During quarter two we have seen the return of road traffic back to pre-covid levels throughout Worcestershire and it is likely that the gains in air quality improvements we observed during the last 18 months will be lost over the latter part of the year. Officers have consequently been working to further develop our air quality monitoring capabilities by seeking commitment from partners to fund continuous gas analysers. This equipment provides a distinct advantage over passive diffusion tube deployment and enhances our monitoring capability by providing real time information for Nitrogen dioxide and Particulates. The information harvested will also provide the public with real time local information about air quality in their area and when to avoid certain locations when the air is poor.

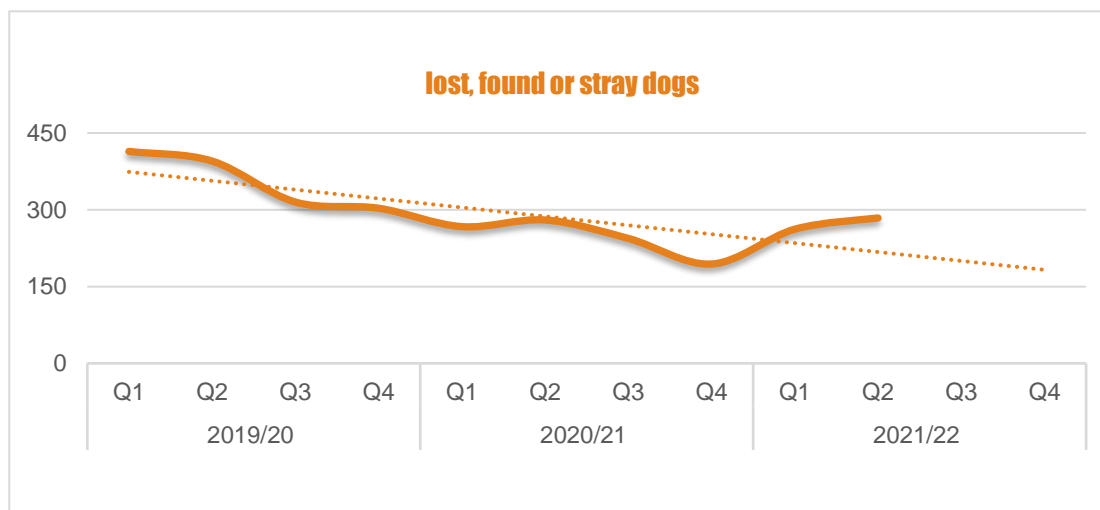
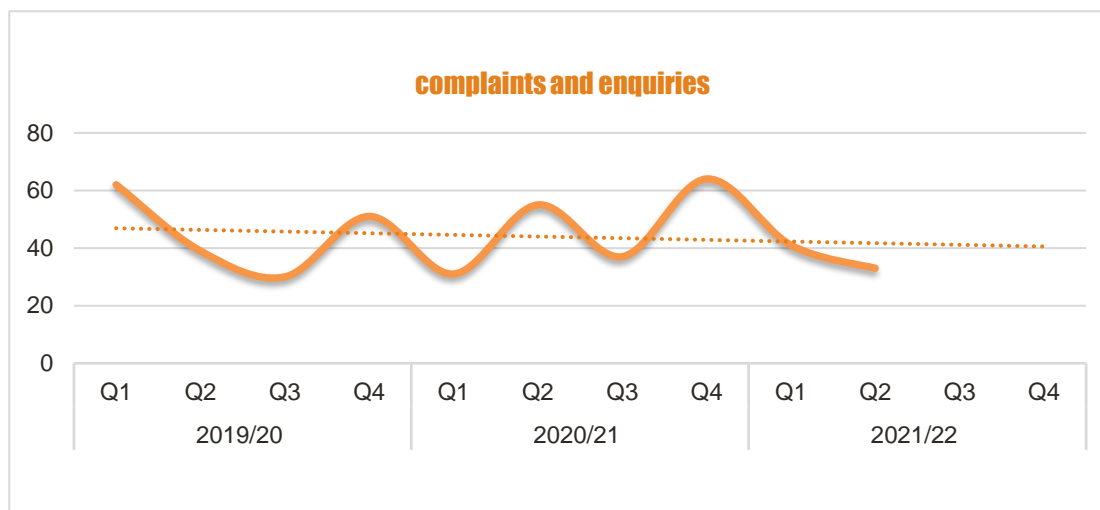
Contaminated Land

Following detailed consideration by WRS officers formally requested that the Environment Agency investigate the old fire station/county buildings at Winsor street Bromsgrove as a Special Site due to suspected PFAS contamination and its potential to contaminate the drinking water aquifer. The Environment Agency has formally agreed to investigate the site and WRS will be liaising with the site owners as the investigation develops.

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 recorded by WRS during quarter two is an increase of 8% compared to quarter one, but is consistent with the previous year. Approximately 70% of cases related to 'contained' stray dogs; which means that a dog was found and held by, for example, a member of the public. Approximately 76% of stray dogs were returned to their owners, whilst 20% were rehomed.

In general terms, WRS receives a low number of dog control complaints. Based on the 48 complaints recorded during the year to date, 21 have related to fouling and persistent straying, 17 have related to dangerous dogs, and 10 have related to welfare concerns.



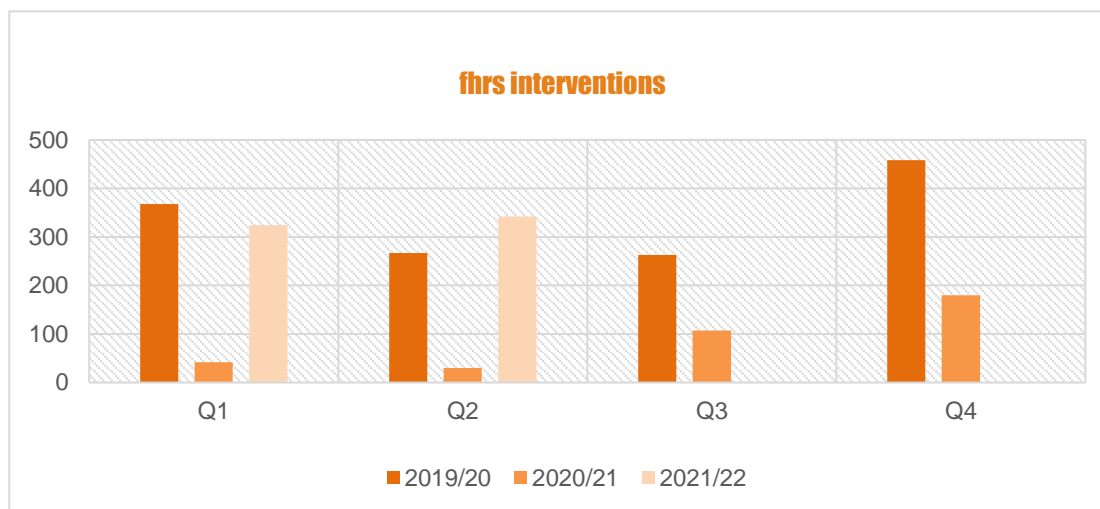
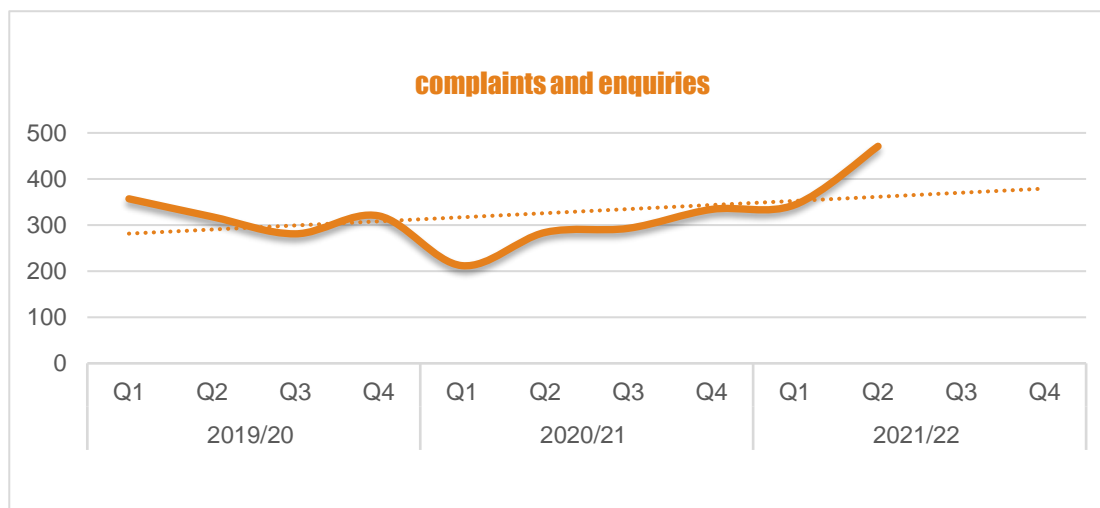
During September, Technical Services officers were very busy dealing with two major incidents where they have regulatory responsibility for pollution control. A serious pollution incident at Frith Common occurred following an accident at Forest Garden's timber treatment facility. Approximately 7,000 ltrs of Timber preservative was lost to ground following a pressure vessel explosion. The company has since instigated clean up. In Kidderminster a severe fire broke out at Stephen Betts metal processing facility in park street. Technical Services officers were involved in the Major Incident response and assisted the HSE and the EA in the investigation.

Both sites are cooperating with our officers and are subject to ongoing investigations.

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.

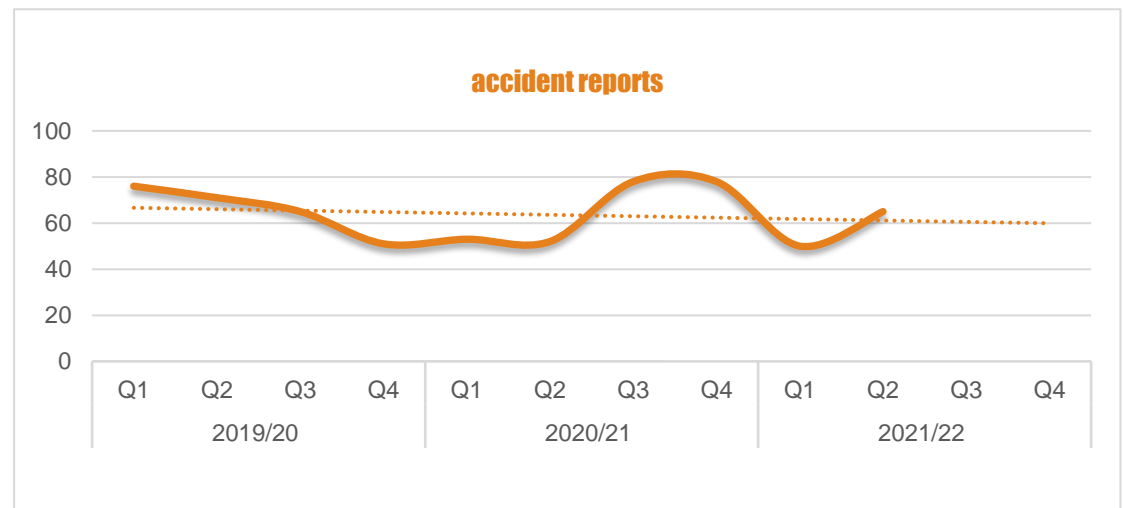
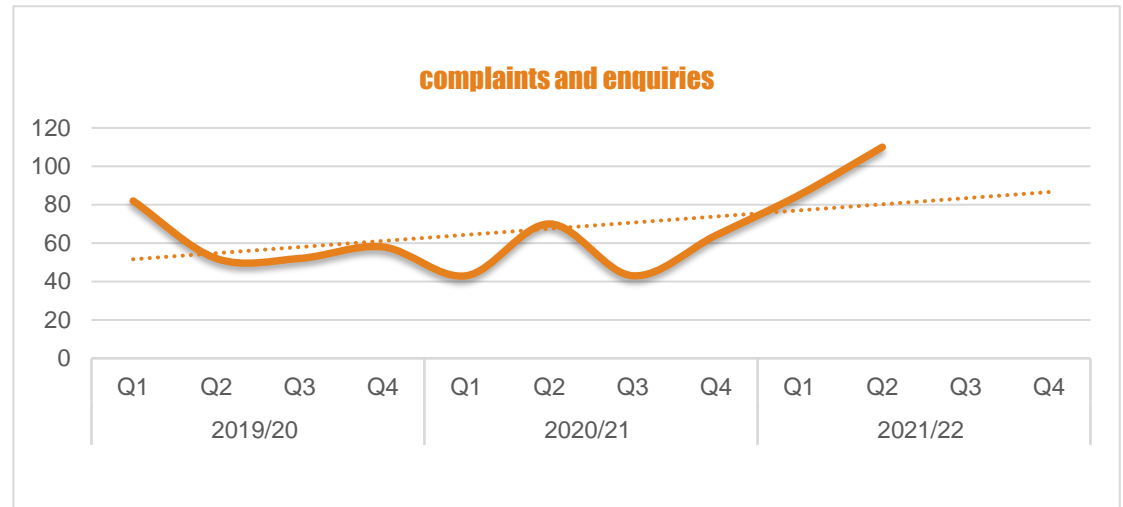
The number of food safety cases recorded by WRS during quarter two is an increase of 37% compared to quarter one. It is also a significant increase compared to previous years. Based on the 234 complaints recorded, 84% related to products purchased from food premises, whilst 16% related to hygiene standards and practices.

Of the 342 interventions conducted during quarter two at premises included in the Food Hygiene Rating Scheme (FHRS), 30 were rated as non-compliant (0, 1 or 2). Approximately 73% of these ratings were issued to takeaways or restaurants.



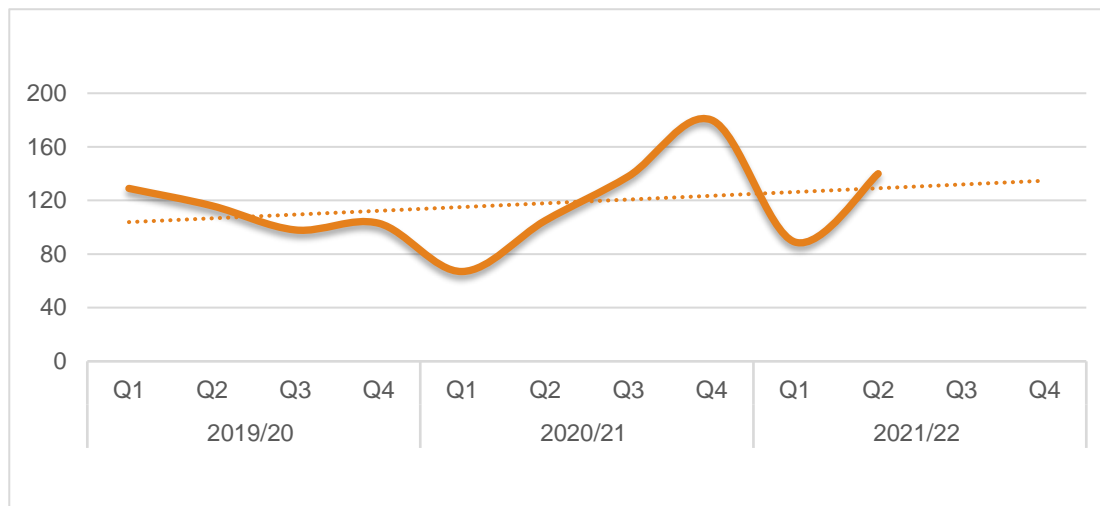
The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to health and safety at work. This includes requests for business advice. The chart (bottom right) shows the number of notifications received by WRS relating to accidents.

The number of health and safety cases recorded by WRS during quarter two is an increase of 30% compared to quarter one. It is also a notable increase compared to previous years. Approximately 37% of cases were reports of accidents; with 49% relating to injuries where a worker is incapacitated for more than seven days. The remaining cases related to injuries to members of the public, accidents where major injuries were sustained and a single dangerous occurrence.



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



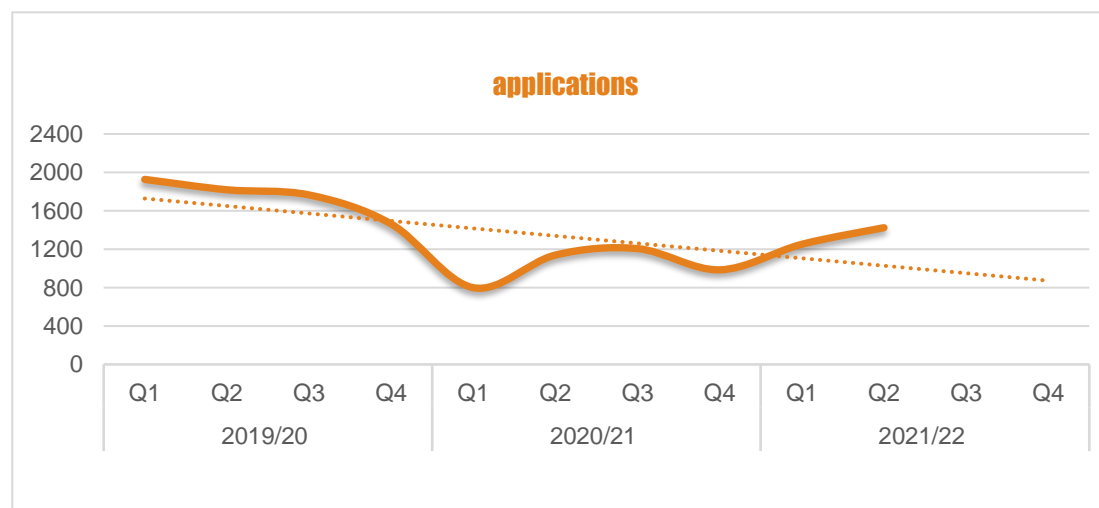
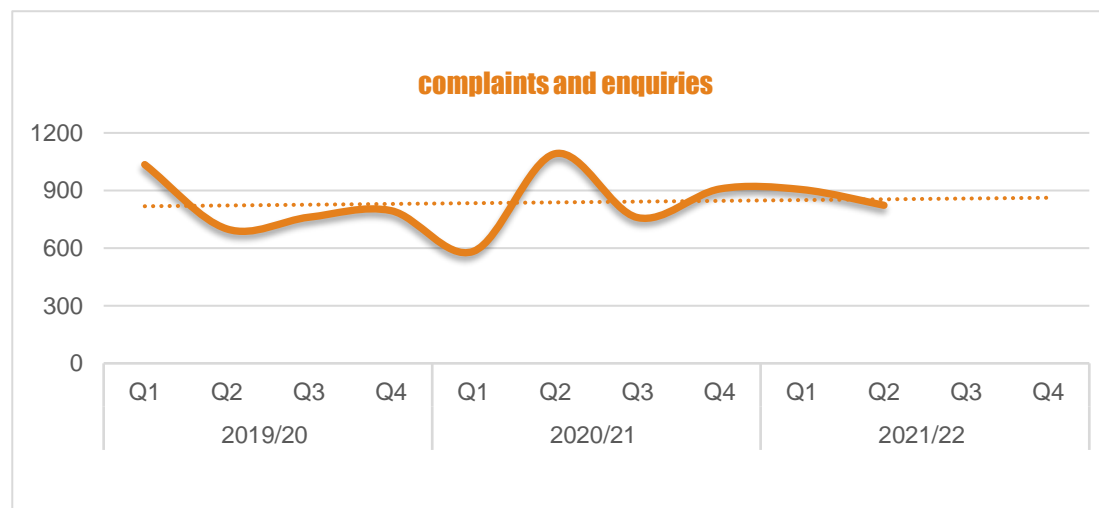
The chart (top right) shows the number complaints and enquiries recorded by WRS over a three year period relating to licensing. The chart (bottom right) shows the number of licensing applications.

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 cases recorded by WRS during quarter two is an increase of 4% compared to quarter one. A reduction in the number of complaints and enquiries was offset by a 19% increase in the number of applications. Approximately 63% of cases recorded were applications and registrations; with 30% relating to private hire and hackney carriage vehicles, 17% relating to temporary events, and 8% relating to personal licences.

In general terms, WRS receives a higher number of enquiries about licensing matters than complaints about licensed or unlicensed activity. Based on the 151 complaints recorded during quarter two, 31% related to taxis, 30% related to alcohol and entertainment, and 19% related to animal licensing.



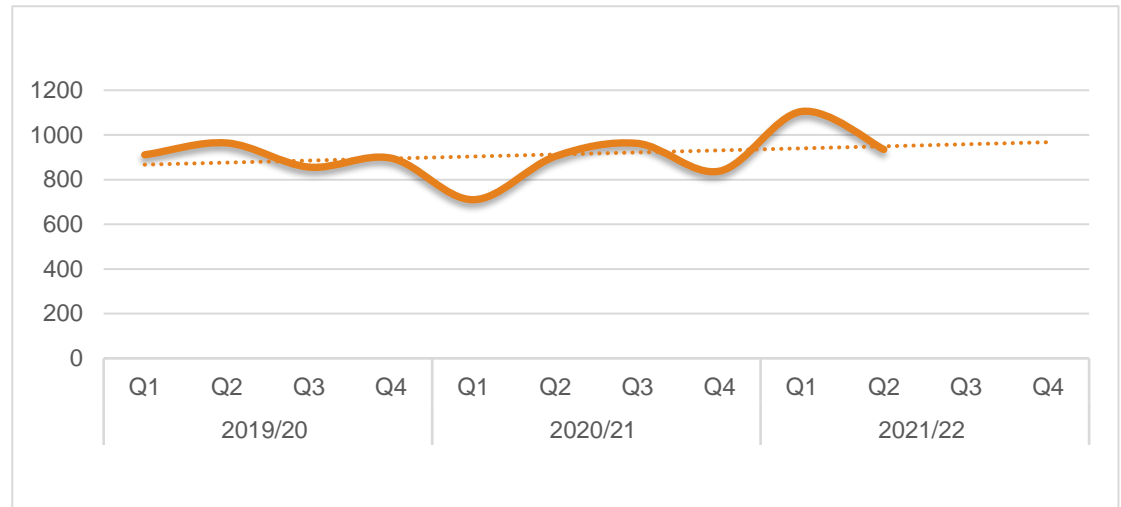
The chart (right) shows the number of planning enquiries completed by WRS over a three year period. The majority of these requests are consultations but can also include requests to discharge conditions.

Planning requests relate to the following;

- Air Quality
- Contaminated Land
- Environmental Permitting
- Food
- Health and Safety
- Nuisance / Noise
- Private Water Supplies

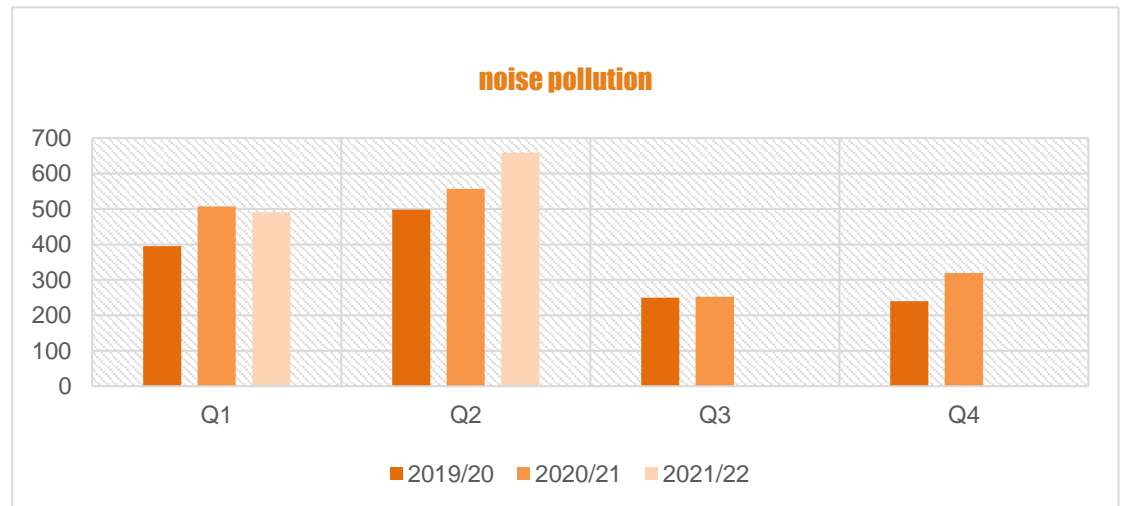
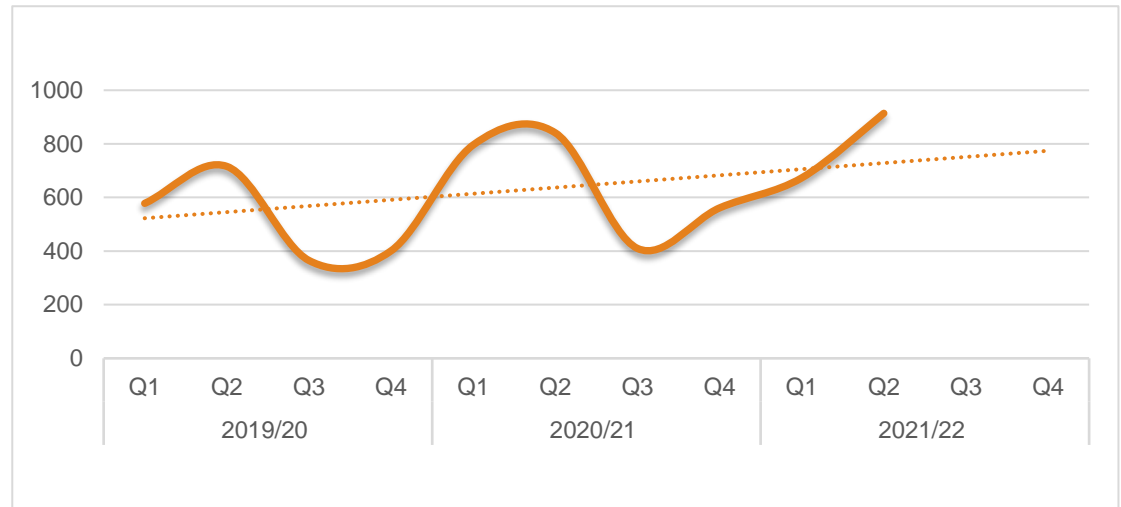
The number of planning enquiries completed by WRS during quarter two is a reduction of 15% compared to quarter one, but is broadly consistent compared to previous years. Approximately 90% of enquiries were consultations, while 45% related to contaminated land. A fifth of planning enquiries were completed, on a contractual basis, on behalf of other local authorities.

WRS has recently updated its technical guidance note for planning applicants, agents and consultants which ensures that developments are undertaken to the highest standards with regard to environmental protection and the delivery of sustainable and desirable homes across the County.



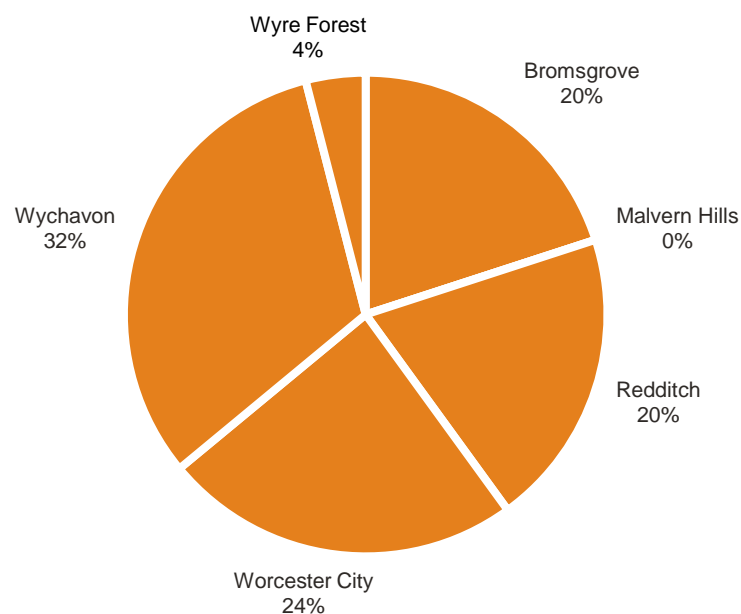
The chart (right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to pollution. Types of cases recorded under this category include contamination incidents, air pollution (smoke, fumes and gases), light pollution and noise pollution. The chart (bottom right) shows the number of complaints and enquiries relating to noise pollution.

The number of pollution cases recorded by WRS during quarter two is an increase of 36% compared to quarter one. It is also a significant increase compared to previous years, but is consistent with seasonal variations. Approximately 35% of cases related to domestic noise, whilst 26% related to noise from commercial premises (including hospitality premises). A further 14% of cases related to smoke nuisance and the burning of domestic or commercial waste.



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.

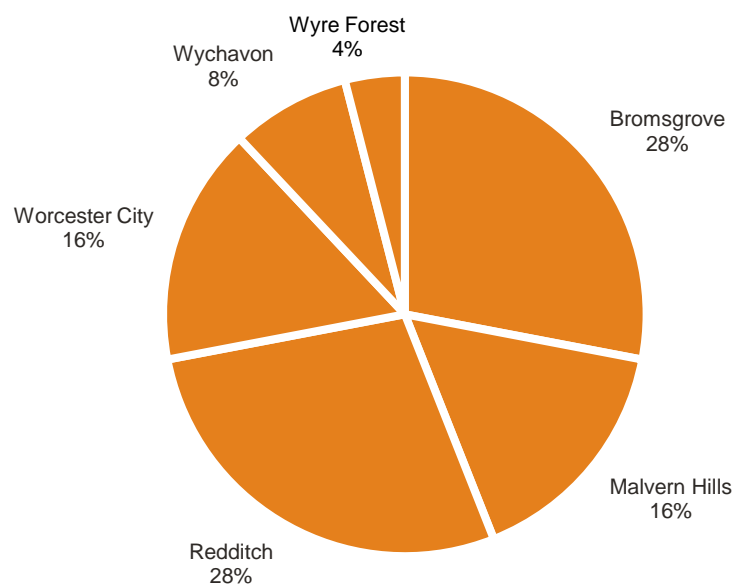
Note: Data shown on this page represents the 'year to date' and will continue to increase each quarter until the end of year report is published.



Ward	Total	Population	Rate
Eckington	22	2,669	8.24
Bedwardine	30	8,167	3.67
Sanders Park	12	3,651	3.29
Norton	12	3,707	3.24
Pinvin	10	3,105	3.22
Arboretum	18	6,233	2.89
Marlbrook	8	2,890	2.77
Avoncroft	9	3,300	2.73
Claines	22	8,076	2.72
Rainbow Hill	15	5,511	2.72
Drakes Broughton	7	2,577	2.72
Cathedral	30	11,763	2.55
Evesham South	12	5,423	2.21
Winyates	18	8,184	2.20
Harvington And Norton	6	2,756	2.18
Greenlands	20	9,329	2.14
Mitton	21	10,047	2.09
Central (Redditch)	14	6,844	2.05
Elmley Castle And Somerville	5	2,499	2.00
Lovett And North Claines	13	6,499	2.00
Perryfields	3	1,501	2.00
Church Hill	16	8,062	1.98
Batchley And Brockhill	17	8,783	1.94
Battenhall	10	5,221	1.92
Hartlebury	6	3,140	1.91

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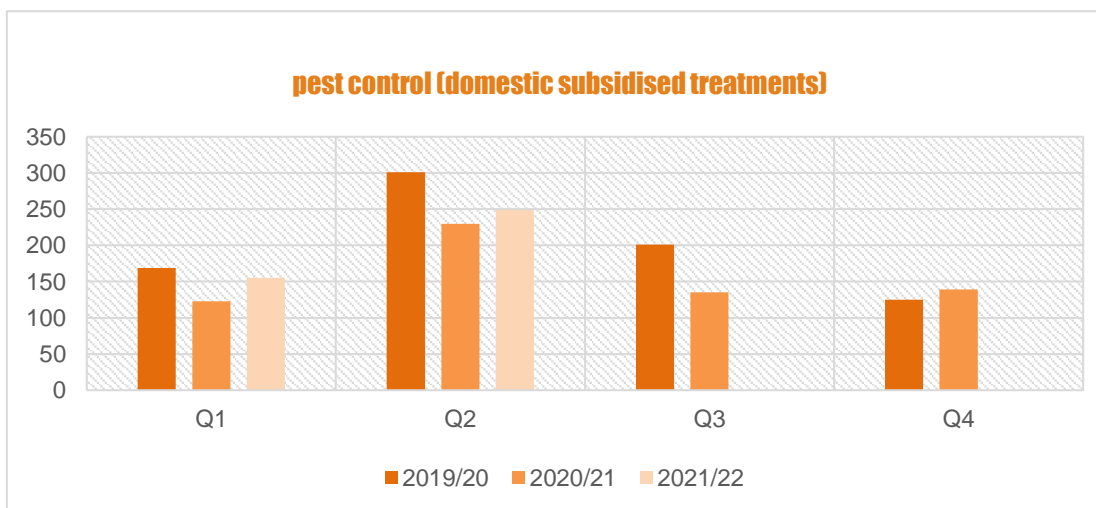
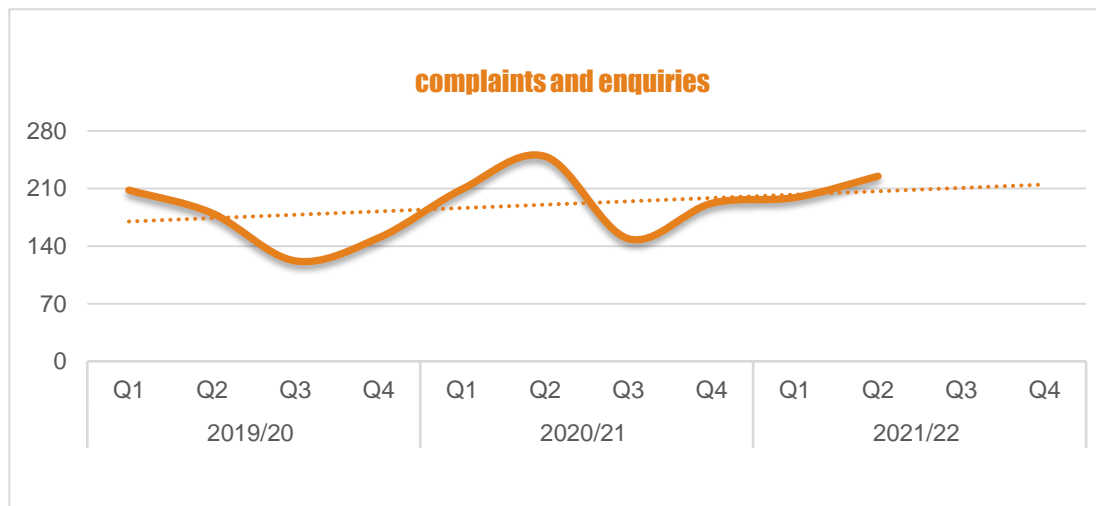


Ward	Total	Population	Rate
Wribbenhall And Arley	34	5,444	6.25
Perryfields	8	1,501	5.33
Abbey	31	6,620	4.68
Norton	17	3,707	4.59
Avoncroft	15	3,300	4.55
Lowes Hill	13	2,903	4.48
Warndon	25	5,669	4.41
Sanders Park	16	3,651	4.38
Charford	15	3,665	4.09
Central (Redditch)	28	6,844	4.09
Rubery South	12	2,984	4.02
Saint John	34	8,836	3.85
Lodge Park	21	5,591	3.76
Bedwardine	29	8,167	3.55
Chase	22	6,217	3.54
Lindridge	8	2,261	3.54
Greenlands	32	9,329	3.43
Winyates	28	8,184	3.42
Church Hill	27	8,062	3.35
Hallow	6	1,840	3.26
Gorse Hill	19	5,839	3.25
Crabbs Cross	18	5,647	3.19
Evesham South	17	5,423	3.13
Pickersleigh	20	6,397	3.13
Droitwich Central	8	2,621	3.05

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, Malvern Hills, Redditch and Wychavon). Worcester City and Wyre Forest do not offer a subsidised pest control service.

The number off public health cases recorded by WRS during quarter two is an increase of 13% compared to quarter one. Approximately 60% of cases related to pest control; whether enquiries about treatments and sewer baiting, or complaints about pest control issues caused by the activity of neighbouring residents or businesses. A further 16% of cases were complaints relating to accumulations at domestic properties.

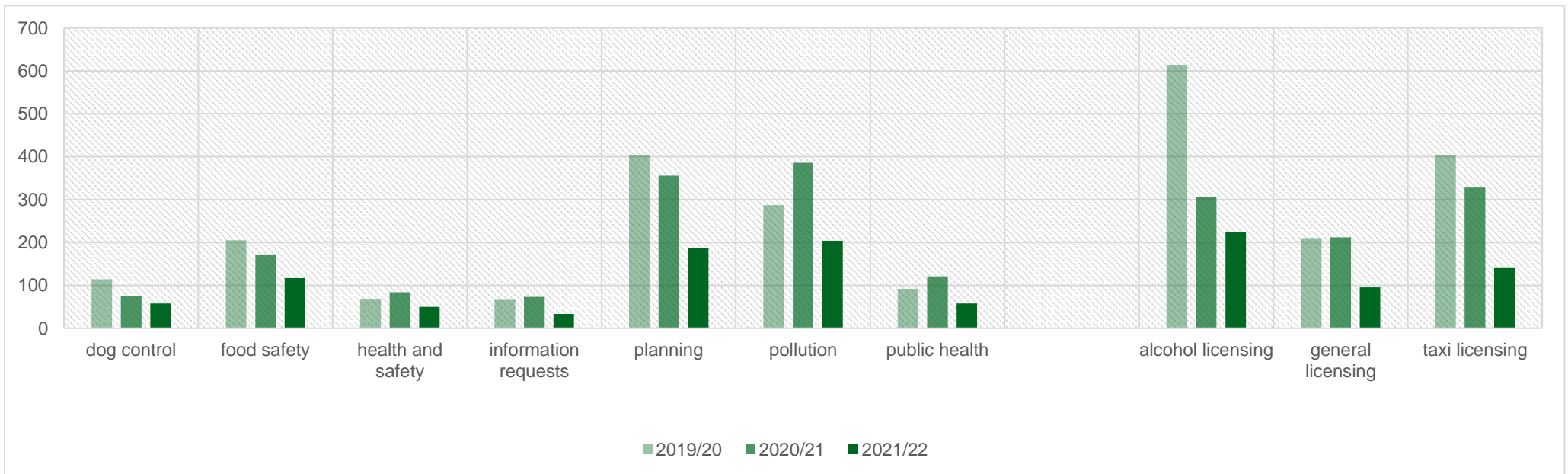
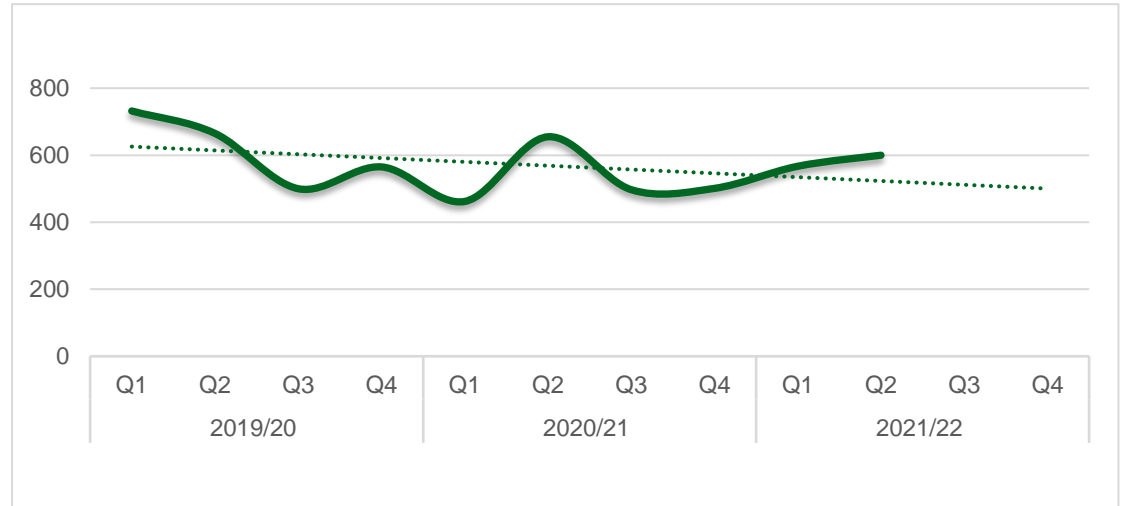
Of the 249 domestic treatments undertaken during quarter two, the largest proportion at 49% were due to the presence of wasps, and overall 67% of treatments were in relation to properties located in the Wychavon or Redditch districts.



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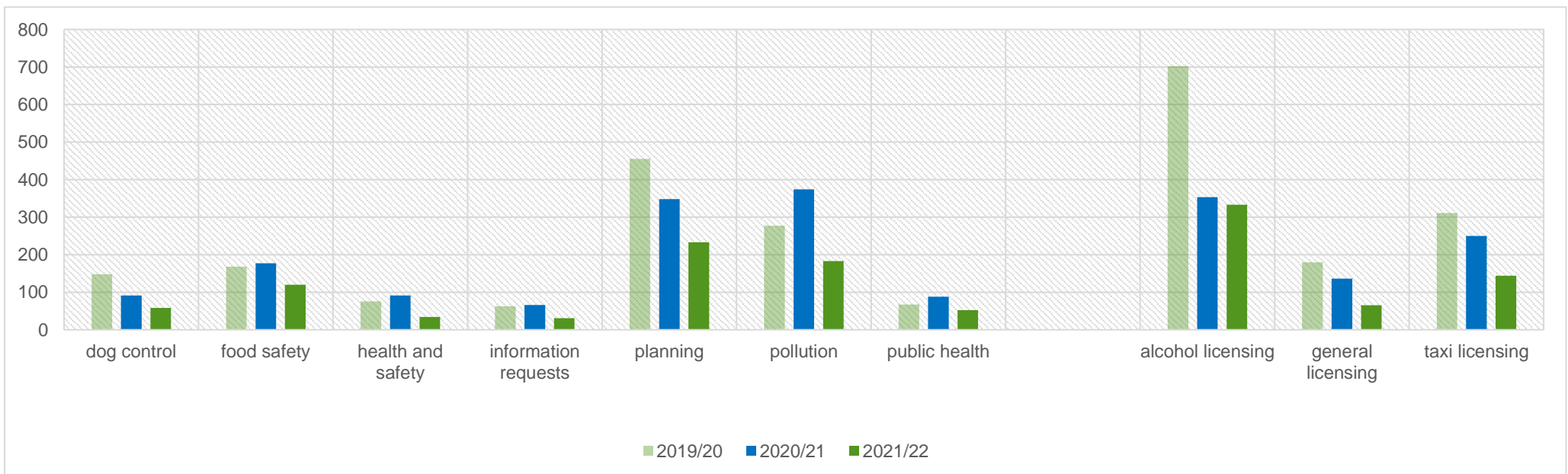
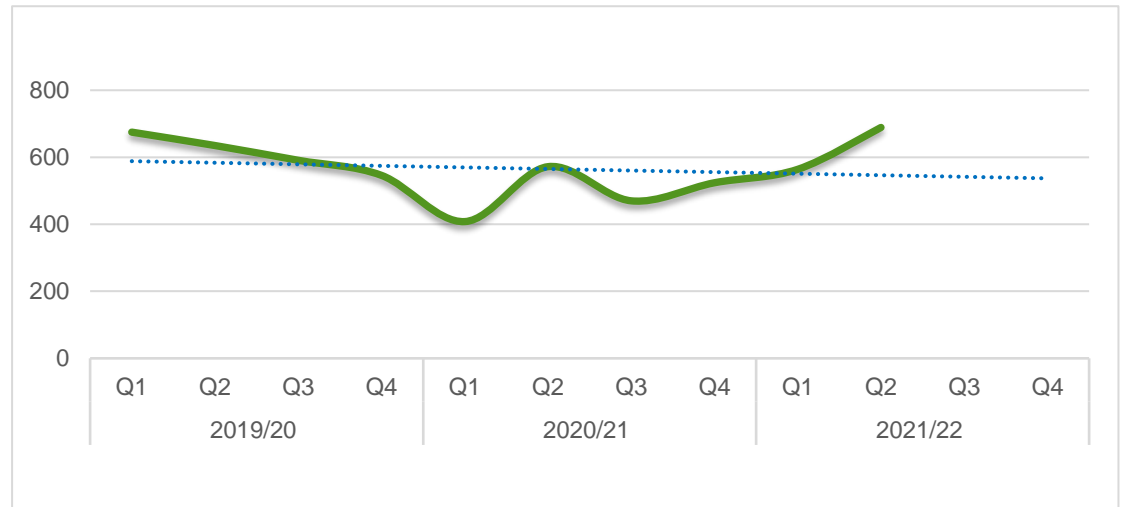
The data on this page relates to Environmental Health and Licensing cases (complaints, enquiries, applications and notifications) where the subject and/or enquirer were located within the Bromsgrove district.

Note: The chart (below) shows the number of cases recorded against each of the main functions undertaken by WRS. The figure for the current year is a cumulative total based on each of the reporting periods. This figure will continue to increase until the end of year report is published.



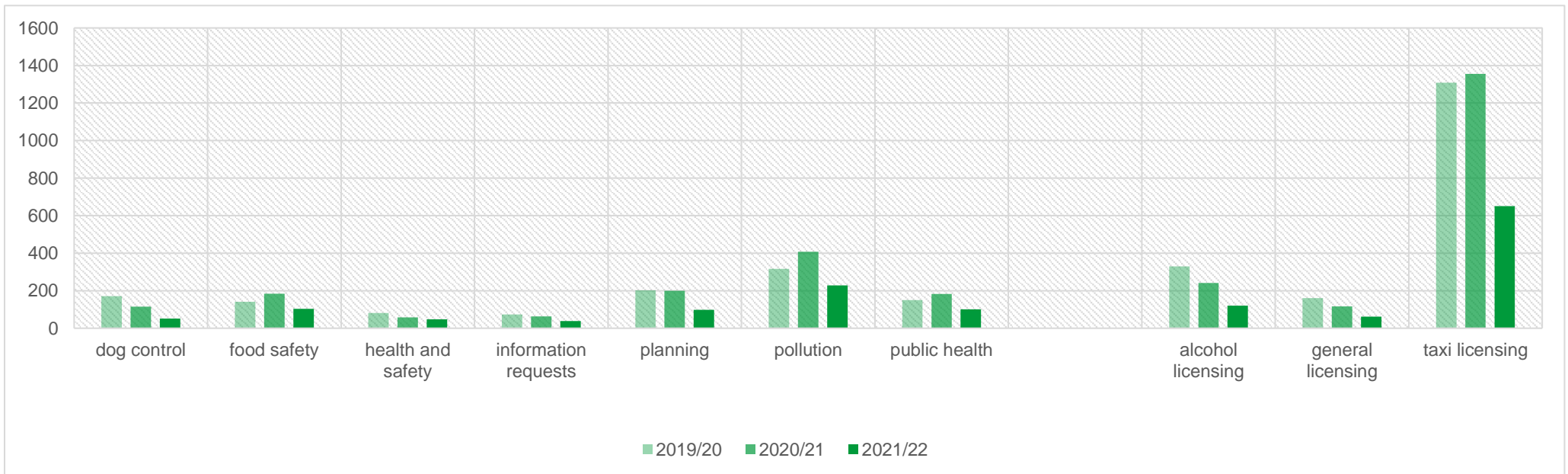
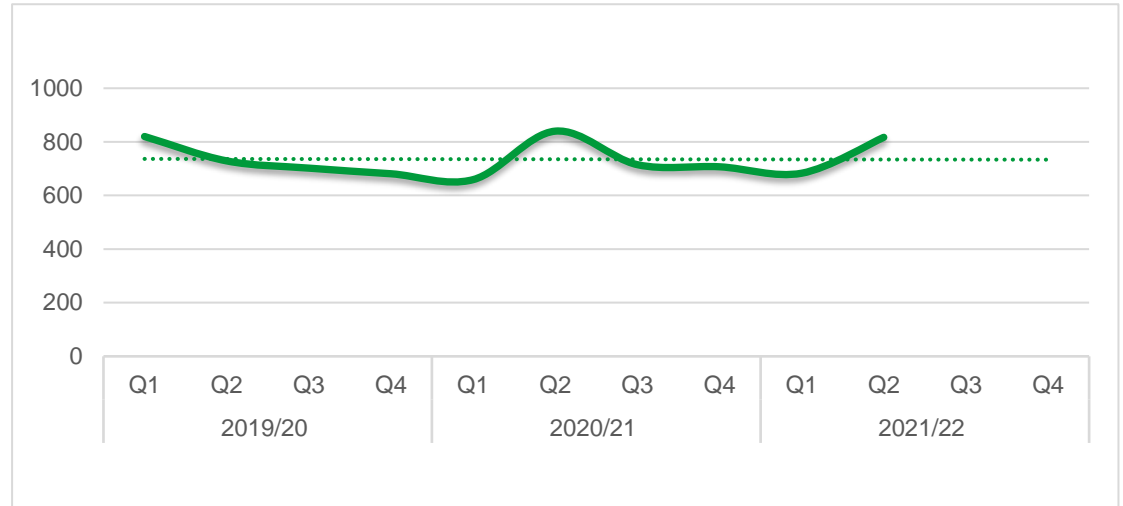
The data on this page relates to Environmental Health and Licensing cases (complaints, enquiries, applications and notifications) where the subject and/or enquirer were located within the Malvern Hills district.

Note: The chart (below) shows the number of cases recorded against each of the main functions undertaken by WRS. The figure for the current year is a cumulative total based on each of the reporting periods. This figure will continue to increase until the end of year report is published.



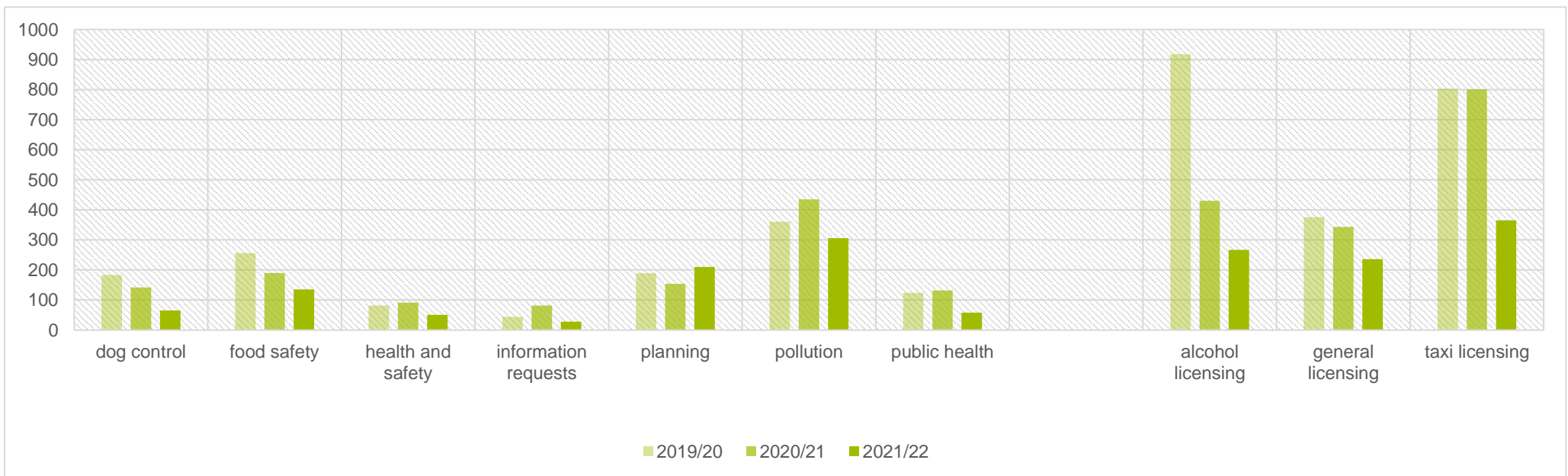
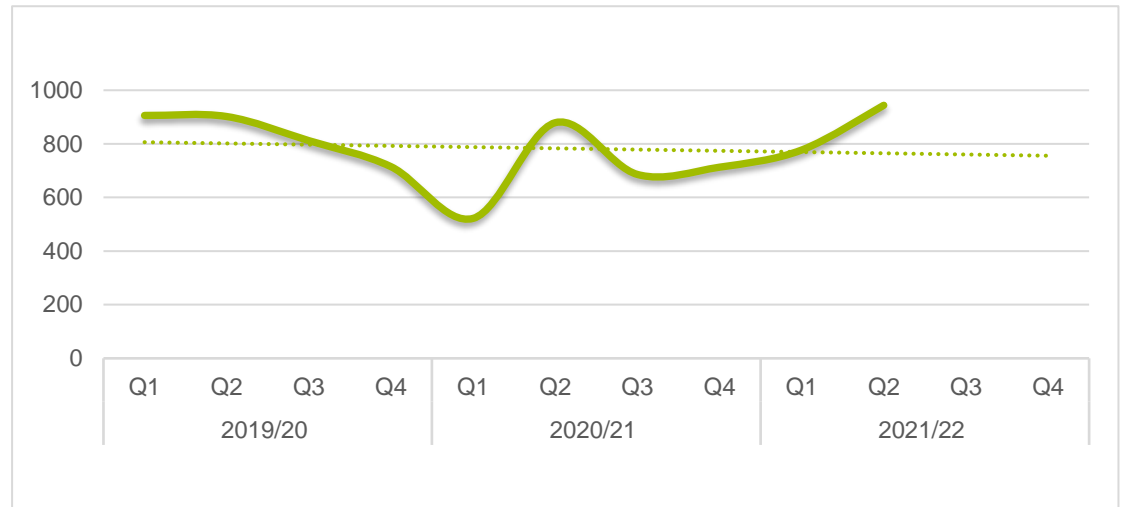
The data on this page relates to Environmental Health and Licensing cases (complaints, enquiries, applications and notifications) where the subject and/or enquirer were located within the Redditch district.

Note: The chart (below) shows the number of cases recorded against each of the main functions undertaken by WRS. The figure for the current year is a cumulative total based on each of the reporting periods. This figure will continue to increase until the end of year report is published.



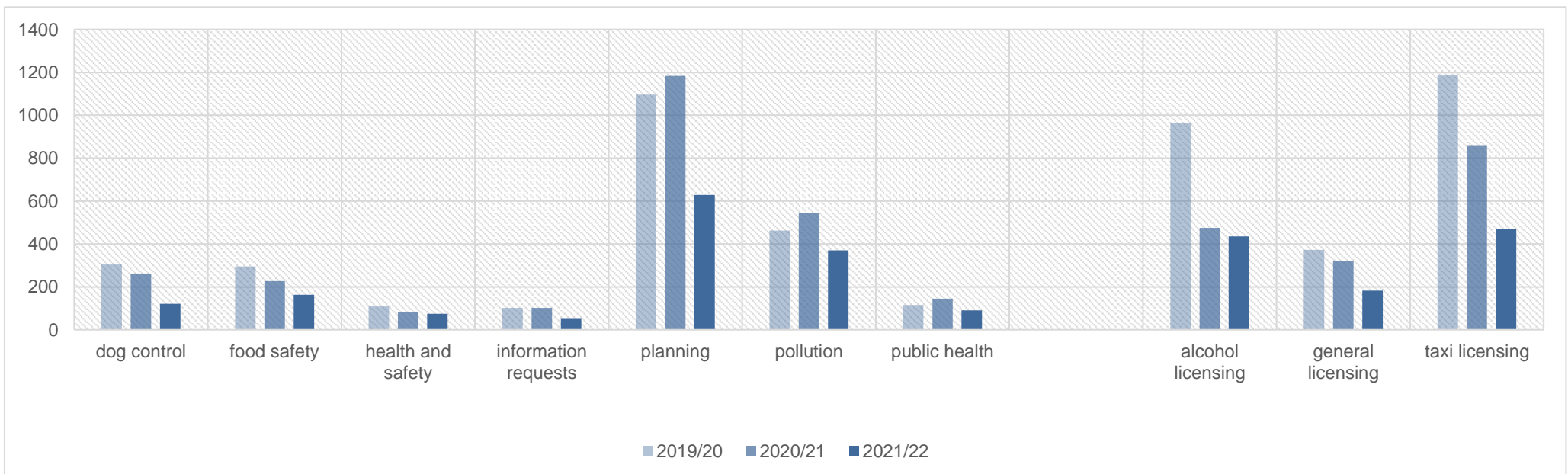
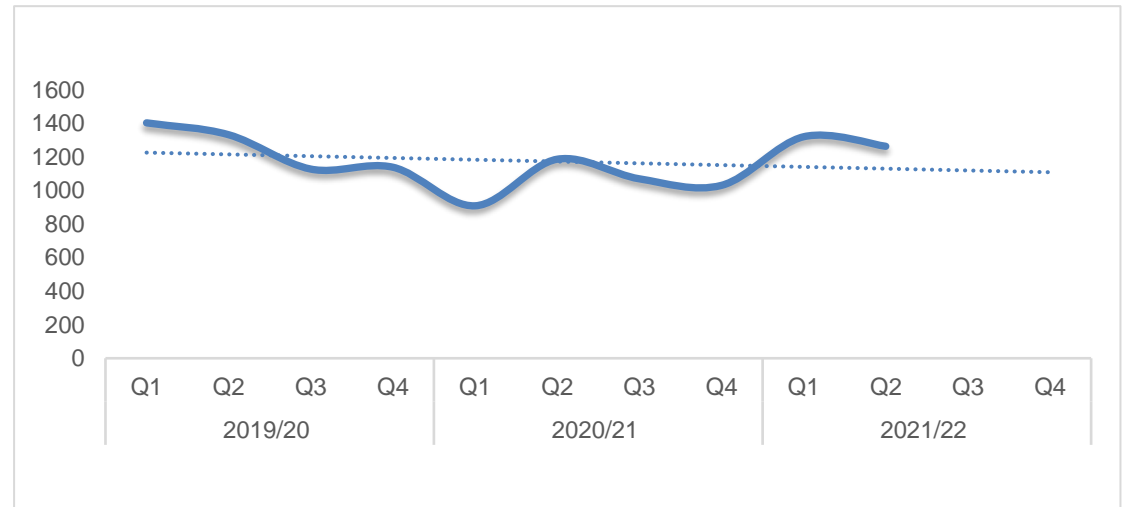
The data on this page relates to Environmental Health and Licensing cases (complaints, enquiries, applications and notifications) where the subject and/or enquirer were located within the Worcester City district.

Note: The chart (below) shows the number of cases recorded against each of the main functions undertaken by WRS. The figure for the current year is a cumulative total based on each of the reporting periods. This figure will continue to increase until the end of year report is published.



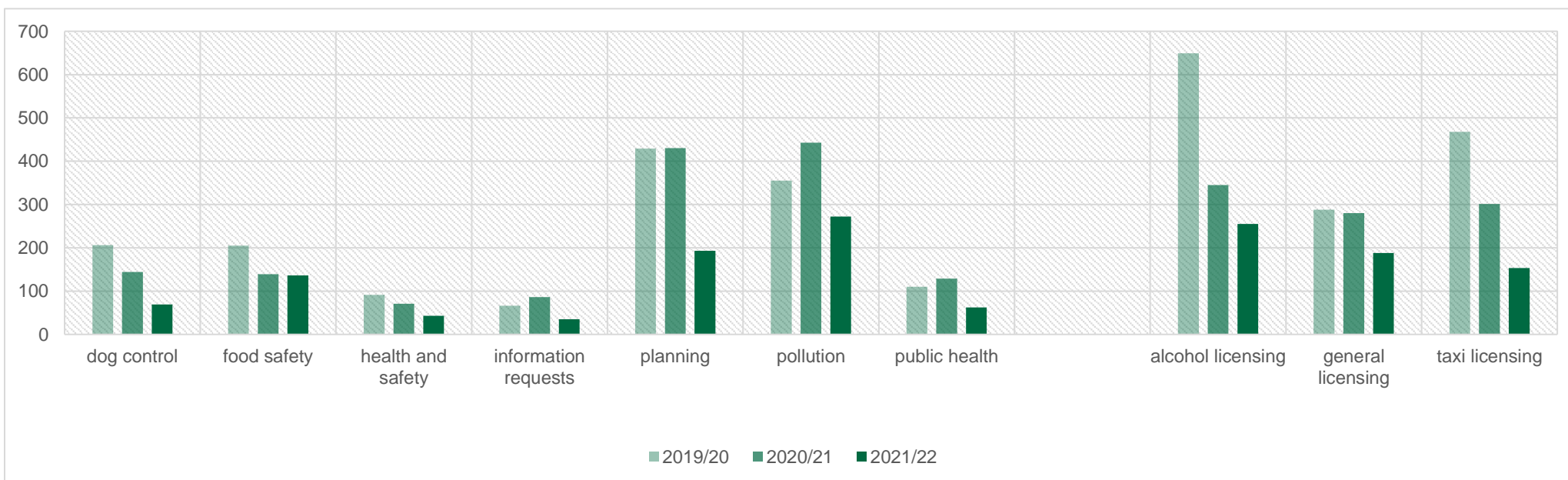
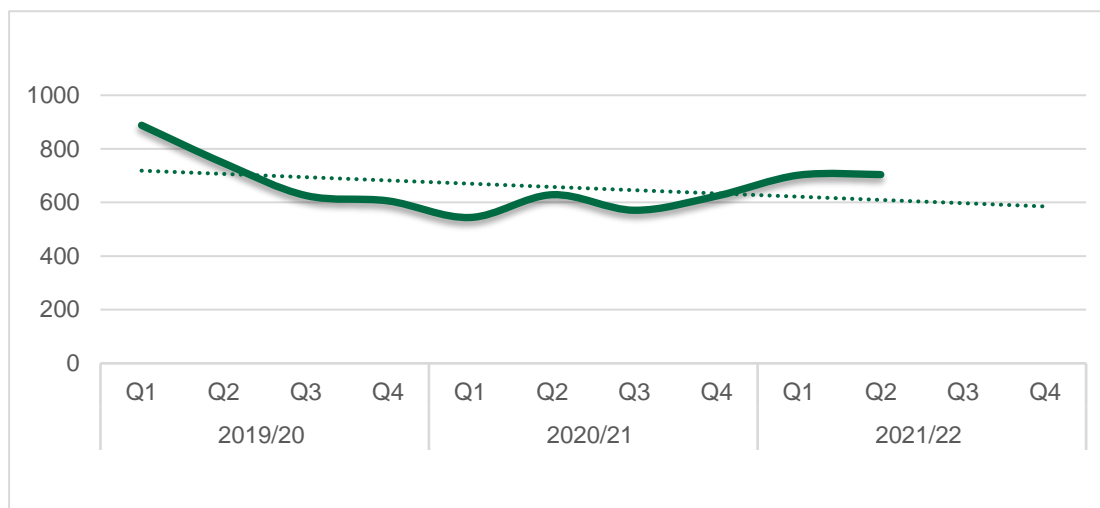
The data on this page relates to Environmental Health and Licensing cases (complaints, enquiries, applications and notifications) where the subject and/or enquirer were located within the Wychavon district.

Note: The chart (below) shows the number of cases recorded against each of the main functions undertaken by WRS. The figure for the current year is a cumulative total based on each of the reporting periods. This figure will continue to increase until the end of year report is published.

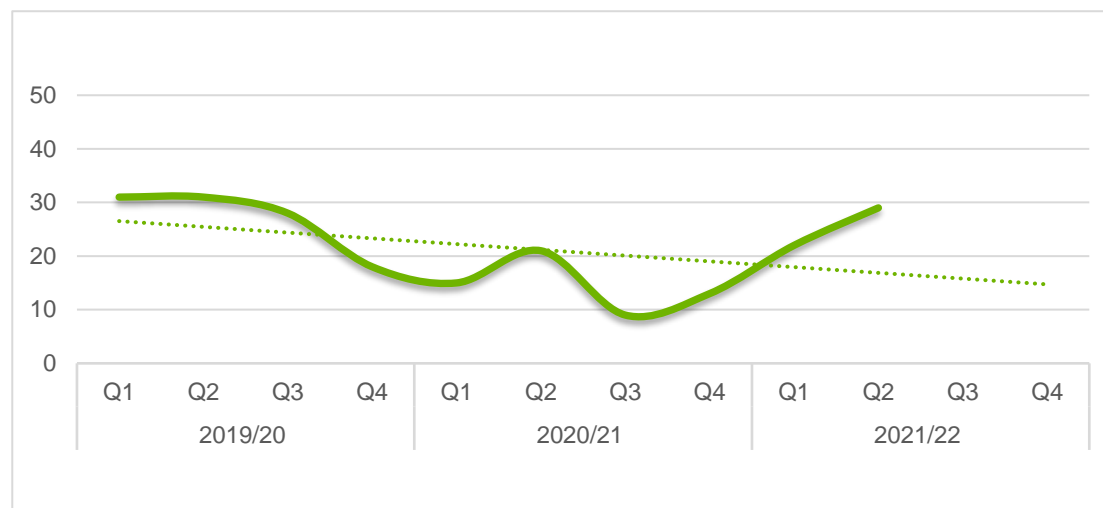


The data on this page relates to Environmental Health and Licensing cases (complaints, enquiries, applications and notifications) where the subject and/or enquirer were located within the Wyre Forest district.

Note: The chart (below) shows the number of cases recorded against each of the main functions undertaken by WRS. The figure for the current year is a cumulative total based on each of the reporting periods. This figure will continue to increase until the end of year report is published.

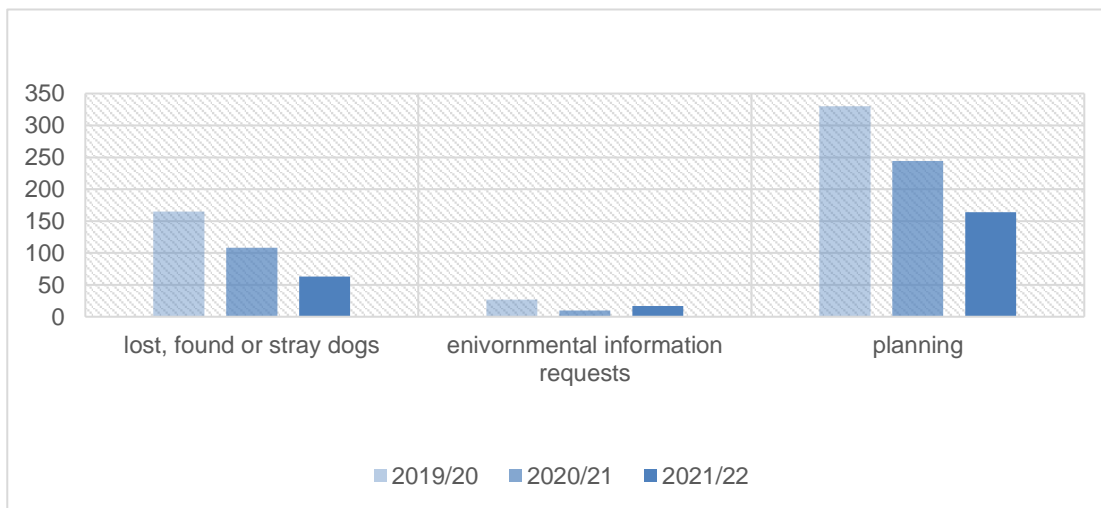
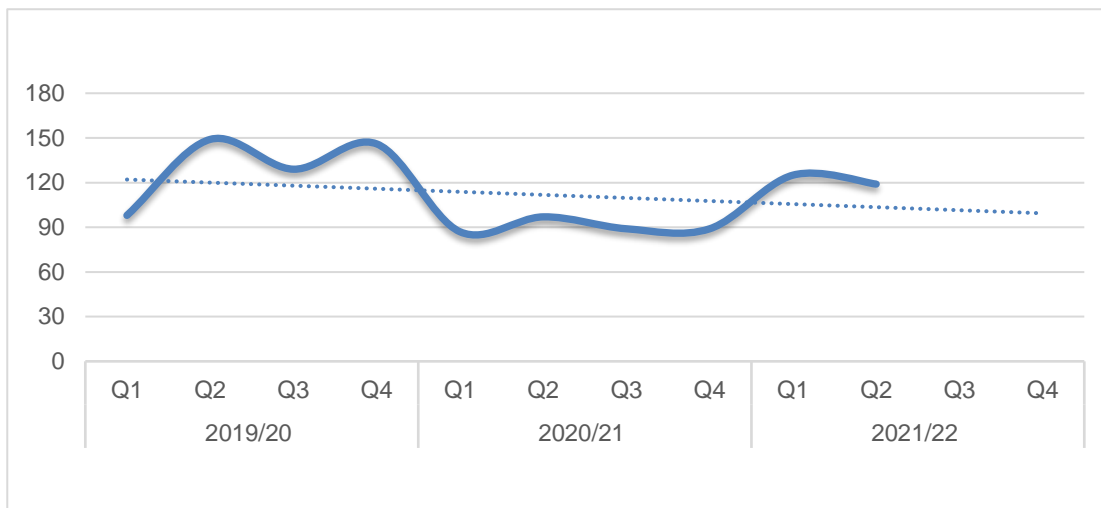


The dog control work undertaken for Cheltenham Borough Council is part of a contract with two other Gloucestershire authorities to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was recently renewed and has been highly successful in reducing stray dog numbers for Cheltenham Borough Council as well as 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 is concern however that, post lockdown, there will be an increase in the number of abandoned stray dogs as people go back to work and dogs display attachment issues. This is coupled with the inability of rehoming charities to allow prospective new owners access to view dogs available.

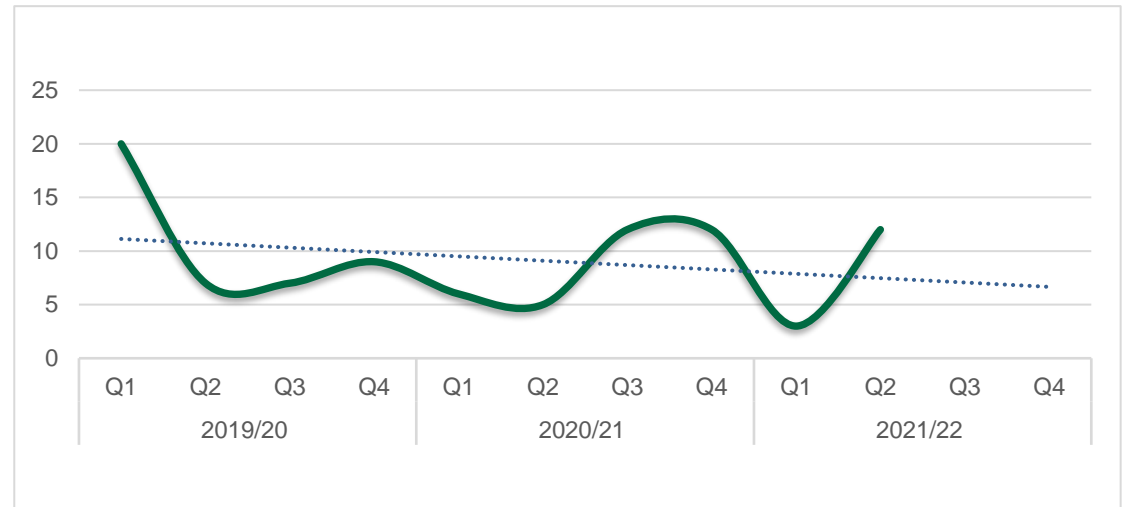


The dog control work undertaken for Gloucester City Council is part of a contract with two other Gloucestershire authorities to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was recently renewed and has been highly successful in reducing stray dog numbers for Gloucester City Council as well as 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 is concern however that, post lockdown, there will be an increase in the number of abandoned stray dogs as people go back to work and dogs display attachment issues. This is coupled with the inability of rehoming charities to allow prospective new owners access to view dogs available.

Planning work undertaken on behalf of Gloucester City Council was notably higher during quarter one; with the number of consultations completed an increase of 54% compared to 2019/20 and 2020/21.



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, when presented they tend to be time consuming and complex. Work demand is dependant on resource availability at South Gloucestershire Council and, as a consequence, WRS is retained to undertake repeat work for them when this becomes an issue.



The dog control work undertaken for Tewkesbury Borough Council is part of a contract with two other Gloucestershire authorities to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was recently renewed and has been highly successful in reducing stray dog numbers for Tewkesbury Borough Council as well as 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 is concern however that, post lockdown, there will be an increase in the number of abandoned stray dogs as people go back to work and dogs display attachment issues. This is coupled with the inability of rehoming charities to allow prospective new owners access to view dogs available.

Planning work undertaken on behalf of Tewkesbury Borough Council was notably higher during quarter one; with the number of consultations completed an increase of 38% and 60% compared to 2019/20 and 2020/21 respectively.

