

## WRS Board

Date: 10<sup>th</sup> February 2022

### Title: Activity and Performance Data Quarter 3 2021/22

#### 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 the third quarter of 2021/22 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

Towards the end of the third quarter of 2021/22 we saw the introduction of the government's Plan B response to the increasing number of Covid cases, driven by the then novel Omicron strain. The advice to work from home if possible was re-iterated and most business premises were to require mask wearing indoors. The main obvious exemption to this was hospitality premises and further Covid pass requirements were introduced for night clubs and for a range of events.

Food hygiene work remained on-going as the team worked towards delivering the requirements of the Food Standards Agency's roadmap. The number of food safety cases recorded by WRS during quarter three is a reduction of 26% compared to the previous quarter, but an increase compared to previous years. In general terms, a higher proportion of food safety cases are enquiries including requests for advice or export health certificates. Based on the 350 complaints recorded, 81% related to products purchased from food premises, whilst 19% related to hygiene standards and practices. Of the 468 interventions conducted during quarter three at premises included in the Food Hygiene Rating Scheme (FHRS), 31 were rated as non-compliant (0, 1 or 2). Approximately 74% of these ratings were issued to hospitality businesses.



The number of health and safety cases recorded by WRS during quarter three is a reduction of 12% compared to the previous quarter, but is a marginal increase compared to previous years. Approximately 52% of cases were reports of accidents, with 40% relating to COVID outbreaks. A further 28% of accidents related to injuries where a worker was incapacitated for more than seven days. The remaining cases related to injuries to members of the public, accidents where major injuries were sustained, and two dangerous occurrences.

The number of licensing cases recorded by WRS during quarter three is an increase of 12% compared to the previous quarter, and consistent with the volume recorded during 2019/20. Approximately 70% of cases were applications and registrations; with 28% relating to taxi vehicle licences, 24% relating to temporary events, and 16% relating to taxi driver licences.

In general terms, WRS receives a higher number of enquiries about licensing matters than complaints about licensed or unlicensed activity. Based on the 135 complaints recorded during quarter three, 33% related to taxis, 24% related to street trading or amenities, and 16% related to animal licensing.

The number of planning enquiries completed by WRS during quarter three is a reduction of 14% compared to the previous quarter, and lower than previous years. Approximately 90% of enquiries were consultations, whilst 45% continued to relate to contaminated land. Just under a quarter of planning enquiries were completed, on a contractual basis, on behalf of other local authorities.

The number of pollution cases recorded by WRS during quarter three is a reduction of 50% compared to the previous quarter, but consistent with seasonal variations. Approximately 60% of reported cases related to noise nuisances, with noise from domestic properties (such as from dog barking or from audio-visual equipment) continuing to be most prominent. A further 17% of reported cases related to smoke nuisances including the burning of domestic or commercial waste, mainly the former and mainly garden bonfires.

The number of public health cases recorded by WRS during quarter three is a reduction of 26% compared to the previous quarter, but a marginal increase compared to previous years. Approximately 65% of reported 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 28% of cases were complaints relating to accumulations at domestic properties which can also include pest control issues.

Of the 249 domestic treatments undertaken during quarter three, approximately 60% were due to issues with rats. In addition, 75% were undertaken due to pests at properties in the Redditch and Wychavon districts.



## **Covid related activities**

### **Contact Tracing and Lost to Follow-up**

This is covered in a separate paper for this meeting

### **Local Outbreak Response Team**

A number of Environmental Health Officers remain embedded within the local outbreak response team. They continue to address potential business outbreaks and provide wider support to the LORT staff. Numbers of cases began to increase towards the end of the quarter but these tended to be a reflection of transmission within the community. There was no significant evidence of workplace transmission. A number of apparent outbreaks were linked to staff Christmas gatherings and similar away from the workplace.

### **Covid Enforcement**

Officers continued to focus on the night time economy. When the Plan B controls came into force, officers made checks on the provision of signage by businesses advising of the requirement for customers to wear face coverings and there were good levels of compliance. Engagement began with sports grounds in relation to the potential impact of Covid pass controls on their supports and advice was provided to these and other outlets.

### **Events and similar**

Officers continued to provide advice and support in relation to events. The Victorian market in the run up to Christmas in the centre of Worcester saw officers being deployed to look at a range of issues as has been the case for a number of years.

## **Performance**

Quarter 3 is another more limited reporting period. The non-business customer measure at 62.5%, slipped slightly further and remains significantly down on the 74% out-turn from last year. Having reviewed the data, the falls continue to have occurred against the questions relating to speed of response and speed of resolution. This is almost certainly linked to the backlog of nuisance work the team was dealing with during the summer. In spite of attempts, it proved impossible to bring in additional staff resource to support this work area as most of the agency Environmental Health resource is already committed to the pandemic response. Officers have explained the reasons for delays but clearly this has had a negative impact on perceptions of the service. Likewise, numbers who felt better equipped to deal with future issues was also down at 50%.

Business customer satisfaction remains good at 97.9%.

Overall numbers of compliant and non-compliant food businesses were at 98.3% and 1.7% respectively. This remains good and on a par with previous years. As we have said above, the focus currently is on those higher risk businesses that have historically had a low score. Hence, the overall change is limited. As we said previously, a significant fall in these



measures would suggest our better performing businesses had let standards slip and we are not likely to know this until much further into the process of re-starting the inspection programme, assuming of course that this is the case. It may well be that such businesses have been able to maintain standards or will be able to re-establish them ahead of being visited.

The ratio of compliments to complaints remains good at 113 to 18. This quarter, complaints were less focused in one area than earlier in the year. We continue to receive complaints about re-ratings from food businesses as a proportion have slipped in terms of their controls, but none have so far been valid. One lady was unhappy that we could not assist from a legal perspective with a dispute between her and her landlord on a park home site. And there is the odd complaint about the “legalese” we sometimes have to use to explain Covid controls but that is in the nature of what we have to do when explaining the law. It is not always straight-forward. As was suggested in relation to customer satisfaction, a number relate to nuisance issues.

Staff sickness has increased from 1.55 days per FTE to 2.94 days per FTE cumulative for the year. The figures have virtually doubled but, given Covid case numbers during Q3 this is not a huge surprise. A small number of staff did end up catching Covid, they think from their school age children, and a number were too ill to work for a few days in spite of the vast majority being fully vaccinated. Current sickness levels are higher than last year (1.65,) but lower than the figures for 2019/20 (3.82,) and 2018/19 (3.26) at the same point in the year.

## Contact Points

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## Background Papers

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



Appendix B: Performance indicator table

**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	71.3	63.5%	62.5	
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	96.8	97.7	97.9	
3. % businesses broadly compliant at first assessment/ inspection	Annually	98.8	Bromsgrove 99.6% Malvern Hills 98.8% Redditch 98.1% Worcester City 98.7% Wychavon 98.2% Wyre Forest 98.3% <b>Worcestershire 98.6%</b>	98.3	
4. % of food businesses scoring 0,1 or 2 at 1 <sup>st</sup> April each year	Annually	1.2	Bromsgrove 0.4% Malvern Hills 1.2% Redditch 1.9% Worcester City 1.3% Wychavon 1.8% Wyre Forest 1.7% <b>Worcestershire 1.4%</b>	1.7	
5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly	NA	<b>100%</b>	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	6-monthly	NA	13 = 0.91% of 1435 vehicles on the road county-wide  BDC 1 MHDC 0 RBC 7 WC 4 WDC 1	NA	



	fleet county-wide			WFDC 0		
7	% of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	69	60.8	50	
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	5/ 12	15/52	18/113	
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	0.90 days per FTE	1.55 days per FTE	2.94 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	Bromsgrove 5.2% Malvern Hills 5.6% Redditch 5.5% Worcester City 8.0% Wychavon 6.7% Wyre Forest 8.2% <b>Worcestershire 6.7%</b>	NA	
12	Rate of noise complaint per 1000 head of population	6-monthly	NA	Bromsgrove 0.67 Malvern Hills 0.69 Redditch 1.23 Worcester City 1.55 Wychavon 1.05 Wyre Forest 1.15 <b>Worcestershire 1.08</b>	NA	
13	Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA	£163,583, which is 5.42% as a proportion of the 2016/17 revenue budget figure (£3,017,000)	NA	



14 Cost of regulatory services per head of population (Calculation will offset income against revenue budget)	Annually	NA	NA	NA	

