

Worcestershire  
**Regulatory Services**

*Supporting and protecting you*

# Activity Report | 2021-22



**Bromsgrove**  
District Council  
[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)



Malvern  
Hills  
District  
Council  
[www.malvern hills.gov.uk](http://www.malvern hills.gov.uk)



REDDITCH BOROUGH COUNCIL  
making  
a  
difference  
[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)



**Worcester**  
CITY COUNCIL



WYCHAVON  
DISTRICT COUNCIL  
*good services, good value*



**Wyre Forest**  
District Council

# Foreword

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

As we now sit heading towards mid-Summer we can look back at another busy and difficult year, although on a positive we have come out of it seeing a virtual end to the Covid controls that were taking up so much of our capacity. This shows you the full profile of our business-as-usual activities during the year.

Food safety cases followed a slightly upward trajectory between Q3 and Q4, and a good number of interventions were completed as part of the FSA road-map work. Health and safety complaints and enquiries fell slightly during Q4 and accident reports remained at a similar level to Q3.

In Licensing, complaints and enquiries remained on or about the trend line this quarter. Applications also fell slightly, however the numbers remained above the trend line continuing to reflect licensed trades returning to more normal business operations.

In Technical Services, planning applications fell again, allowing more time for officers to focus on other activities and the volumes from earlier in the year. No doubt this will pick up in the spring. Information requests, often linked to the planning process followed a similar trend. Also, work in dog control has remained steady.

Nuisance complaints showed an uptick from Q3 into Q4, following a reasonable familiar pattern as the spring was quite dry and relatively warm. Public Health complaints plateaued and requests for subsidised pest control treatment fell between Q3 and Q4 but numbers were higher than the same period in the previous two years.

Whilst Covid work remained on-going during this period, it was clear Government's intention was to shift policy and wind down the interventions. Our EHOs embedded in the Local Outbreak Response Team continued to focus on business support. Covid compliance in the night time economy remained one of our priorities with officers out regularly, directed by the intelligence picture. Our Covid Advisors continued to support pop-up vaccination clinics and doing the lost to follow-up activity of door knocking failed contacts. Finally, our local contact tracing team continued until Government ended this requirement. To ensure continuity, many of our temporary Covid staff had contracts extended until the end of June 2022, and they have been deployed on other work, linking into the Covid recovery plan.

So, yet another busy quarter for all of us. 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*

A high level of nuisance demand was experienced by the service in Q1, apparently driven up again by covid-19 restrictions causing residents to spend more time at home. Noise issues continued to be the dominant nuisance reported, however there were also a large number of smoke complaints concerning bonfires. We believe this to have been exacerbated by ongoing restrictions on the use of public waste disposal sites and resultant large queues and long waiting times.

A large number of complaints concerning noise from licensed premises were received following the relaxation of covid-19 restrictions on them towards the end of Q1, as many premises took the opportunity to trade utilising their outdoor areas. Many residents appear to have become accustomed to the quiet of closed premises and took exception to noise from their reopening, even where in some cases it was no worse than pre-lockdown.

Barking dogs continued to feature highly in the list of noise issues reported and evidence was obtained of noise from dogs at one property continuing to cause noise nuisance despite a noise abatement notice having been served upon the owners. A prosecution file was prepared and following a not-guilty plea and several adjournments, a trial has been set for October.

An appeal case lodged by a licensed premises against a noise abatement notice served on them in relation to amplified music in their garden was heard in July, the outcome of which fully vindicated formal action by WRS. The District Judge dismissed the appeal on all counts, finding that the noise did amount to a statutory nuisance, and that the best practicable means had not been taken to minimise the noise. Full costs of £6,715 were awarded to the council by the court.

### Covid Business Compliance

Seven officers and one principal officer took on the role of Business Compliance during the period to provide advice to business and enforce the various legislative requirements. The constant changes to legislation as the pandemic progressed presented significant challenges both to officers and business, moving within Q1 from enforcement to advice as Step 4 approached.

An investigation into the fatal accident of a volunteer at a fishery concluded at a hearing on April 28 2021 at Worcester Magistrates' Court. Birmingham Anglers Association admitted breaching the Management of Health and Safety at Work Regulations and the Health and Safety at Work Act 1974, Section 3(1). The organisation was fined £66,000 and ordered to pay costs of £17,500 together with a victim surcharge of £181.

After forming a Primary Authority Partnership with Halfords, officers visited numerous Halfords sites across the region and further afield in order to fully understand the scope of assured advice that WRS will be providing to the company in helping them to comply at a national level.

On 28th May 2021 Oakland International Limited pleaded guilty to charges brought by Worcestershire Regulatory Services (WRS) acting on behalf of Bromsgrove District Council under the Health and Safety at Work Act 1974. The case, heard at Kidderminster Magistrates Court in front of District Judge Strongman, resulted in the company being fined £300,000. Costs were awarded in the sum of £40,300 and a victim surcharge of £120 was imposed. The case related to an accident involving staff members, one of whom was feared dead at the time after his neck was pinned between the two conveyor belts and rollers of a dual pick line. Thankfully, the victim has made a good recovery.

### *Food Safety*

We have nearly 3,000 visits outstanding/due to end of March 2022, some 1,500 of them high risk. Due to Covid and nuisance demand food work has been primarily done by contractors (3 FTE). The pandemic has resulted in major recruitment difficulties countrywide finding 'competent' food officers (temporary or permanent). During the quarter officers completed 210 food inspections as we started our internal 'catch-up' programme. It should be noted that many premises had been subject to lockdown for most of the year. Many chose not to re-open when the first opportunity arose on 12 April due to lack of suitable outdoor space. The focus of visits has been on high-risk high-street premises, especially takeaways and new premises. The indications are that most premises have maintained standards although there does seem to be some slippage in attention to the high-profile topic of allergen management.

In order to target the poorest premises as part of our food recovery plan, Operation Corona Fries was launched during the first week of March 2021 and gained momentum in Q1. Four pairs of officers were tasked with inspecting premises for food hygiene, health and safety, COVID control measures and Licensing.

The premises identified for inspection were those food businesses with a food hygiene rating score of Level 2 and below. Intelligence had identified that there was a direct correlation between those poor performing food businesses and poor COVID control measures. Prior to inspections taking place officers were required to interrogate the inspection history of the premises, service requests, complaints, COVID surveillance visits, Intelligence Data Base and Licensing information. Further details on this highly effective project will be reported in Q2.

210 new premises registered during the period.

### *Export Certification*

The impact of Brexit has brought increased requests for export certificates. The Food Lead Officer has been working closely with two major companies who regularly require certificates from WRS for ambient products. To date there have been no major customs issues partly because local authorities are not authorised nationally to deal with high risk meat and dairy products.

### *Primary Authority*

We continue to maintain a good relationship with our four food PAs, the most active being Aspens whose main business is in school settings.

### *Worcestershire Works Well*

The County initiative to support well-being in businesses is also resuming activity and is now in its 10th year. We continue to have four officers trained to provide advice to potential members and there were several meetings during the period enabling all partners to refocus on the revised standards required to apply for the Award.

## **Licensing**

The Licensing Team saw an increase in the number of queries and applications this quarter. With the easing of lockdown restrictions, and people organising postponed events, TENs applications were one of the first increases; with queries around alcohol licensing and taxis also seeing an increase. The team has continued to support joint visits with the Community Environmental Health Team where appropriate, and where a statutory nuisance or anti-social behaviour has been identified at licensed premises.

There were two zoo inspections that took place this quarter and, although both required some follow up work, licences were issued at The Falconry Centre in Hagley and Little Owl Farm. Animal inspections have continued with more and more businesses starting to re-open as the economy starts to return to normal. Many inspections were put on hold as businesses remained closed during the pandemic, but catteries and riding schools, for example, have now started to reopen slowly. As part of our intelligence work in animal welfare and licensing, our Intelligence Officer concluded findings for an operation that the licensing team commissioned on illegal puppy breeding and related activities, such as nuisance and general welfare of dogs. During lockdown the prices of dogs increased and, throughout the country, there was a general issue around illegal puppy breeding so these findings will now be explored further in quarter two.

During May and June, the licensing team rolled out Members Training for new and existing members which was well received across all districts. Most of these sessions continued virtually with a view to returning to face to face training sessions next year, and an emphasis on the introduction of the new taxi standards.

As part of the Licensing Teams COVID related activities, quarter one saw some of the taxi delegated decisions starting to return back to the districts. I am confident others will return back when they are ready in quarter two. WRS has been happy to support this but understand that, with the new taxi standards being introduced in 2022, decisions must sit with Members unless districts decide otherwise through a formal process. The team has continued to support COVID work activities and has created a Night Time Economy Team to support the Licensing Team, Community Safety Teams and District Economic Recovery Teams with their aims and objectives for the re-opening of their town centres and the night time economy with the aim of meeting licensing objectives. This work has been strongly supported by West Mercia Police and we will continue to use intelligence to work more closely with partners going forward.

## Technical Services

### *IT Development*

As well as our normal day to day work, the first quarter of the financial year is always busy as we prepare and submit the majority of our government returns. Over this quarter we also moved the WRS website to a new, more modern content management system, which includes compliance with new accessibility legislation for public sector websites. During this period our host IT moved all our staff to a new Citrix desktop, and we are now using MS Office 365. We coincided this with a major upgrade to our back office database system, which also included a move to a new applications server. Also for this quarter and onwards we have been working closely with our host IT around cyber security issues, including working groups, staff training and security testing.

Our support work continued in this quarter to be focused on the many changes and demands brought on by the Covid pandemic, which have seen increased staffing levels, equipment and training needs.

### *COVID Advisors*

At beginning of the quarter, the country was in full lockdown, cases were decreasing, and we had 25 COVID Advisors present regularly in all districts including enhanced deployment in Worcester City Centre, Bromsgrove and Redditch Council areas following concerns raised by Incident Management Teams.

Throughout the quarter the team focus was assisting businesses and the general public in town centres and other areas of high footfall, supermarkets, schools, public transport hubs and takeaways. This also included parks, beauty spots and garden centres during fine weather and at busier times. Additionally deployment was targeted in wards with the highest levels of infection informed by latest available Public Health data.

The implementation of Step 2 of Government's roadmap on 12<sup>th</sup> April led to the reopening of many more businesses including outdoor hospitality, funfairs, destination locations such as West Midlands Safari Park and a significant increase in engagement with non-compliant businesses, particularly those in the close contact industry. On average the Advisors engaged with 130 businesses and 230+ members of the general public on a daily basis throughout the month.

In May, the team assisted with a film crew required to isolate at local hotels and events at the Birdbox and Drive-in cinema, Bromsgrove. The teams also assisted with Surge Testing in Redditch for the Beta variant by visiting businesses to encourage uptake and door knocking to encourage vaccinations at a mobile testing unit in Brickfields, Worcester. On average the Advisors engaged with 141 businesses and 166+ members of the general public on a daily basis throughout the month.

The numbers of COVID cases were on the rise in some districts by beginning of June and the Advisors assisted with an increasing number of events including Euro 2020 football matches shown in Pubs, cricket matches in Worcester and pop up vaccination centres requiring support. On average Advisors engaged with 125 businesses and 165+ members of the general public on a daily basis throughout the month. During this month the Team reduced to 19 personnel as a number took advantage of employment opportunities not available previously during lockdown.

### *Contact Tracing*

We continue to undertake lost to follow up contact tracing for all the Districts and have moved to Local-4 in Redditch, Worcester and Malvern Hills which means, in those districts, all contact tracing work is undertaken by our contact tracing team.

### *Dog Wardens*

The first quarter has been a little quieter than the end of last year, with the service having received contact in relation to 280 dog related matters; including enquiries for assistance or advice and complaints. We were successful in reuniting 198 dogs with their owners, and rehoming 30 with recognised animal rehoming charities. Unfortunately 3 dogs were found deceased. In addition we have looked after one client dog for an owner who has had an extended stay in hospital.

## 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 Worcestershire Works Well programme which is gradually undergoing reshaping in our post Covid era.

### *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 workaround 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 environment and care for their dog.

## Community Environmental Health

In quarter three we entered an autumn/winter period that posed many challenges. Not just that of COVID-19 but the return of our normal winter infections such as Influenza and Norovirus. We therefore wrote out to our businesses informing them of how they could prepare for the forthcoming challenges and so reduce the impact on their operations. There would also be a wider knock-on effect in protecting the wider community against the adverse effects of COVID-19 and other infectious diseases.

Many businesses were still being impacted with staff isolation as cases occurred in the workplace. Where these were linked with poor practices, the Local Outbreak Response Team within WRS Community Environmental Health Team intervened to help the business prevent or control the spread of infection. WRS officers also continued to carry out active monitoring programmes across all business sectors with the aim of providing advice to ensure safety. The period saw an escalation from education and encouragement to enforcement in respect of business Covid compliance as some businesses attempted to avoid the restrictions. Three Prohibition Notices were served following investigation and the team continued to work closely with the Police and Licensing colleagues to ensure licensed trade compliance.

WRS, supported by the partner legal team, were successful in seeing off an appeal against an Abatement Notice served on a major food distribution company and an Enforcement File was submitted in respect of a domestic noise nuisance in Worcester.

## Licensing

The start of quarter three saw an increase in licensing applications and queries, with the volume similar to pre-covid levels and noticeably higher than this time last year. The team continues to take applications electronically therefore the level of complete applications being received continues to increase.

Licensing have continued to keep the emphasis this quarter on proactive enforcement and there have been two planned enforcement operations that took place in November. The first of these involved vehicle spot checks in Redditch, with the assistance of Crossgates depot, carrying out the required vehicle inspections. Officers gave ten vehicles notice to attend, and three out of the ten vehicles were presented with serious safety faults and were suspended. Faults included tyres worn, leaking brakes and fuel leaks. Four further vehicles were requested to be seen and these were all found to be free from major faults and compliant. On the same day, fourteen further unrequested vehicles were checked, and drivers spoken to if issues were found, but none were serious.

A further operation was carried out in the South of the County with WRS Licensing Officers conducting a joint hackney carriage and private hire vehicle/driver compliance check operation with West Mercia police. The exercise took place in Worcester City Centre with Officers being based from the ground floor of St Martins Gate Car park with prior approval.

The operation involved WRS Officers patrolling the City on foot, and also surrounding areas in a police patrol car, between 20:30 hours and midnight. The Officers patrolling the city centre identified a number of non-compliances, such as hackney carriage vehicles over-ranking on Foregate Street and drivers not wearing badges. A total of four hackney carriage drivers were issued with penalty points (under the WC HC&PH penalty point scheme). In addition to this, thirteen licensed hackney carriage vehicles were directed to St Martins Gate Car park for further inspection. On the whole the evening was a success with the majority of the drivers welcoming our efforts.

In December officers worked with partners and contributed to the success of the Victorian Fayre. Licensing officers were on hand to offer advice and guidance on all four days and worked with partners to ensure compliance levels were maintained.

Towards the end of quarter two, WRS appointed a Communications officer to provide wider engagement with partners and to promote the WRS brand and identity for businesses and residents. The positive feedback from partners has allowed WRS to reach out to a wider audience and communicate more of the positive work officers across WRS are doing across the County.

#### *Night-time Economy Team*

As part of our funded project work, the Night Time economy Team have been out every weekend and have carried out 226 visits in quarter three. These visits, which have been undertaken in conjunction with Environmental Health and West Mercia Police, have aimed to address problem premises or assess premises known to be trading in neighbourhoods with high infection rates. The changes in guidance on mandatory face coverings and covid passes towards the end of the quarter required the implementation of working passed 01:00 hours to ensure businesses were complying with the new rules. Overall compliance has been good and, with officers continuing to work every weekend assessing risk assessments where necessary, we hope this continues.

### **Technical Services**

#### *IT Development*

During quarter three, our team has continued to respond to the IT support needs of the Service as it meets the many challenges and demands created by the pandemic response. During this time we have been working closely with our colleagues in Wyre Forest IT, and have helped to ensure all staff have the necessary equipment, access and training in IT to support them in their work roles.

As mentioned previously, a lot of work in quarter two had gone into planning and preparation for a program of upgrades and improvements to our back office systems. This third quarter was spent implementing these programs of upgrades and improvements, and this current program was completed by the end of the quarter. The aim of these is to ensure we always provide a reliable and resilient back office system to support all the staff who use it.

In addition, we have continued to provide Uniform support functions for other local authorities. We currently do this for Bromsgrove District Council's Planning department, and are about to do the same for Tewkesbury Borough Council's Environmental Health department.

### *Dog Wardens*

The third quarter has remained steady, with the service having received contact in relation to over three hundred dog related matters (including enquiries for assistance or advice and complaints). WRS were successful in reuniting a high proportion of dogs with their owners, whilst rehoming the majority of others with recognised animal rehoming charities. Unfortunately, a puppy had to be put to sleep due to Leptospirosis. In addition, we have continued to look after two client dogs for owners who have had an extended stay in hospital, and a further three client dogs for owners that had been detained by the Police. WRS were also involved in a large handover of animals following a Police raid, and we were able to find new homes for two dogs and fourteen cats and kittens.

### *Contact Tracing*

The third quarter saw a sharp rise in positive cases that required contact tracing, with an increase of 46% in the last week of December alone. Worcestershire has managed to maintain an overall average completion rate for cases of 91%, meaning that these cases had a successful trace with all details of contacts and places visited recorded, of this number 74% were completed within a 24 hours period. Of those that we were not able to complete 10.5% were reached but for varying reasons we were not able to fully complete the tracing call, examples of why this may be are the individual refusing to engage or inability to successfully identify all contacts, this is particularly relevant in school aged children. Unfortunately of those not traced, it was not possible to reach 15% of cases, this may be due to them being in hospital, providing incorrect contact details or them failing to respond to calls, emails and sms messages received. During December the rules on self-isolation were changed, which has reduced the window of time in which we are able to attempt to contact a case to complete a trace, this change highlights further the importance of making contact in a timely manner.

## Community Environmental Health

The final quarter of the year saw the Community Environmental Health team very busy across all sectors of work.

We moved from food businesses operating under Covid restrictions to a fully open sector and national FSA Recovery Programme to catch up on inspections missed during lockdowns. This programme runs to end of March 2023 with a series of milestones being monitored by the FSA. By the end of Q4 your Officers had carried out some 3,230 interventions across all Districts.

A remote food safety/Covid 19 video inspection was conducted of HSH cold store in Redditch in conjunction with the Food Standards Agency, DEFRA, and Chinese customs officials regarding the proposed export of fishery products.

A Malvern food business owner appeared on Gordon Ramsey's "Future Food Stars" show on BBC TV. WRS Officers provided food hygiene assistance in the production of the ready meals and sauces which Gordon was very enthusiastic about.

Sampling is one of the tools available to check whether food safety management practices are working, and the team completed its sampling programme which saw more than 350 food samples being taken throughout the year. The number of unsatisfactory samples was higher than we had previously experienced, so advice and revisits followed to ensure an improvement in standards.

In nuisance, Officers liaised with the site manager of a construction site in Redditch to achieve a reduction in noise for residents, issued a simple caution to a resident in Worcester in respect of a long running and complex dog barking case, brought closure to a noise problem arising from a fan at a local hospital and an investigation into a noisy cockerel made the national news with coverage in The Sun newspaper. Injunction conditions at Grimley Raceway were checked for the coming season on behalf of Malvern Hills District Council and Officers ensured the implementation of an undertaking given as an alternative to prosecution for a breach of a noise abatement notice for Wychavon District Council.

Officers undertook fatal accident investigations at retail premises in both Worcester and Kidderminster, and there is an ongoing complex health and safety investigation following an event in Worcester. Other investigations include a near miss where a six axle forty-four tonne tipper lorry overturned at a golf club and a serious accident at a tool hire/sales/repair company.



The team continue to monitor events, working with organisers to ensure that they are properly managed, meet legal requirements and run smoothly, safely and without causing unnecessary disturbance. These have included the Three Shires Car Rally, Light Night, Mello and Upton Folk Festivals, a Passion Play in Worcester which included checking the risk assessment for a mock crucifixion and events planned for the Three Counties Showground.

Your Officers also provide by contract the Safety at Sports Grounds function for Worcestershire County Council which has included working with Worcester Warriors Rugby Club, Bromsgrove Sporting and Kidderminster Harriers Football Clubs (the latter during their FA Cup run and televised match at home to a Premier League club) and Worcester Racecourse.

The Local Outbreak Response Team gradually moved out of ensuring legal compliance to an advisory role, continuing to provide support for sporadic outbreaks and infection control planning in care settings. A positive outcome has been the strengthening of links with the Public Health Team which we are continuing to build on.

## Licensing

### *Taxis*

Implementation of the taxi standards continue with work now being moved to looking at finding a training provider for the competency certificate now all district consultations are complete. HC fare increase reports have been through all districts committee processes or equivalent with consultations and implementation underway. It has been a number of years since these were last reviewed and in future these will be reviewed more regularly. In Worcester City officers have been consulting on a new evening HC rank implementation in Cathedral square and consultation with the County Council continues on this matter.

### *Enforcement*

The team have continued to undertake enforcement activity and to ensure driver and passenger safety, spot checks have been carried out by the team across the county. A number of checks revealed safety issues with licensed vehicles including defective tyres, leaking brakes, and fuel leaks. In some cases, licences have been suspended where vehicles have not been maintained to a safe standard. Action can also be taken against the driver of the vehicle and its proprietor. A recent case saw a taxi driver's licence being revoked when their vehicle was subject to a spot check and found to have two tyres in a dangerous condition, with one tyre worn to the extent the tyre cord was exposed.

The quick action of officers and increased presence has had a promising effect. An inspection carried out in March at the Worcester Warriors ground highlighted few faults and most drivers were complying with the high standards WRS expect. The checks will continue throughout the year to ensure drivers and passengers are travelling safely.

Another example of increased enforcement this quarter is where a business in Bromsgrove has had its licence to sell alcohol revoked by Sub-Committee due to illicit sales and failure to comply with the conditions of the licence. The business was investigated by the Worcestershire Trading Standards Team. They had uncovered, along with illegal tobacco and cigarettes, that the business was also selling age-restricted products to underage members of the public. Following this, Licensing Officers investigated the premises and uncovered that the business was not complying with the conditions of their licence to sell alcohol.

#### *Other Licensing*

Street trading enforcement has been a focus for the team this quarter with officers undertaking compliance and enforcement checks on existing and possible illegal street traders. The learning from this will move towards doing the same with the Animal Licensing work in the forthcoming months reinforcing the work from Operation Lisbon.

Expertise within the team has attracted the request for officers to present at regional meetings with Principal officers presenting at the OPSS “Meet the Regulators” event – on behalf of the West Midlands region and secondly at the Institute of Licensing Regional meeting presenting at the West Midlands regional meeting on Taxi’s and Tax conditionally. The team as a whole have been uptaking various training including investigative training and Animal Activity Inspection training.

#### *Temporary Funded Projects*

Night Time Economy (NTE) visits have continued across all districts. Officers undertaking visits have continued both evening and weekend NTE compliance and enforcement visits on Alcohol Licensed premises, late night refreshment premises and taxis. Alongside this work the officers are also working on caravan inspections for Wychavon District Council and Worcester City, looking at suspended licences and enforcement activities for street trading and Animal activity.

Communication and engagement with businesses, licensees and the public has increased through WRS communication channels with the recruitment of a communications officer and the impact of this is being assessed through internal projects.

## Technical Services

### *Planning Enforcement*

The newly established planning enforcement team are investigating suspected breaches of planning control on behalf of Redditch, Bromsgrove, Wychavon and Malvern District Councils.

Members of the team are currently undertaking training which could lead to a nationally recognised qualification upon completion. We hope the knowledge and skills developed will support the effective delivery of planning enforcement across the county.

Since mid-March the team have carried out 34 site visits. Jobs have varied in scale from evaluating householder extensions and boundary treatments to visiting larger commercial sites and assessing the extent of alleged unauthorised expansion.

The team are working in partnership with the Local Authorities to ensure appropriate enforcement tools are used to achieve successful outcomes.

### Dog Wardens

The fourth quarter has remained steady, contact was received in relation to over 230 dogs of which 107 were kennelled by WRS. Sadly one dog had to be put to sleep having made every effort including an emergency operation to try and save him. 2 dogs were found deceased. There were 2 welfare dogs, one of which had to have his leg amputated but went on to charity for rehabilitation. WRS successfully reunited 57 dogs with their owners and 46 were rehomed with charities. WRS are continuing to look after one client dog who has been with us since February as well as a client cat for an owner in hospital.

In April 2021 we were looking after a dog for a client who has gone into hospital and then into a care home. Jordy was with us for the best part of a year but in March 2022 we successfully placed Jordy with a great Scotty Rescue charity, he is doing unbelievably well, and the foster family send regular photos and videos to our dog wardens. Such good news after spending such a long time in the kennels!

### *COVID Advisors and Contact Tracing*

Early in Q4 COVID advisor activities mainly focused on assisting the Contract Tracing team with home visits and the Here 2 Help team with visits to the clinically extremely vulnerable. In January and February this was keeping the COVID advisors busy 95% of the time with a total 2,219 Lost to follow up letters delivered, and 125 Clinically extremely vulnerable persons visited. Additionally, COVID advisors assisted on 4 Vaccine pop up clinics over 6 days in Worcester, Redditch and Kidderminster.

The Contract Tracing guidance was withdrawn on 24th February which ceased all home visits, that same week there was severe floods in Bewdley and Worcester which COVID advisors assisted with door knocks to local residences and businesses providing information and guidance, this work was carried out over the course of two weeks. COVID advisor's total hours of flood engagement was 247 hours (137 hours for Wyre Forest and 110 hours for Worcester). Throughout March COVID advisors undertook re-training on Food Hygiene and Nuisance work to support the wider team to help support the wider WRS team with COVID recovery work and decrease some of the COVID related backlog.

## Air Quality

The beginning of 2022 saw the implementations of the Environment Act 2021. Notwithstanding the creation of the Office of Environmental protection (OEP) the new legislation also introduced changes to the air quality management regime. These relate to the delivery of air quality action plans and the requirement for improvements to be secured by set out timescales. Other obligation now applies to 'air quality partners' who must jointly deliver such plans within set. Officers over the forthcoming year will be seeking the participation of department such as County Highways to form a team to develop all future air quality action plans.

### *Worcester City*

Following the City-wide declaration as an air quality management area the return to normal traffic volumes post Covid-19 has enabled officers to resume work on the City's source apportionment assessment. This is a study that identifies the reduction level of vehicles required to bring air quality within acceptable concentrations within key hot spots across the city. It is anticipated that the report will be finalised in Q1 and presented to the Council for its consideration. The Source apportionment will also pave way for the next stage of work which is the action planning process.

### *Wychavon*

Officers have been finalising the Contract to install a permanent air quality monitoring station in Wychbold following borderline air quality levels being identified over successive years. This system will provide important information on PM10 pollution and greatly enhance our understanding of air quality impact around the village. It will also provide us with real-time information when poor air quality episodes take place allowing us to provide the public with local air quality information in real-time. It is anticipated that the contract will go out to bidders in Q1.

### *Wyre Forest*

February saw the installation of the first multi gas air monitoring station using new electrochemical measuring technologies which is a first for the County. The system is manufactured and supplied by Northamptonshire based company Earthsense and has gained critical acclaim through the air monitoring industry for its design. The system's purchase has been facilitated by S.106 funding as part of the wider Churchfields regeneration Project. The data harvested to date is proving to be a valuable source of not only Nitrogen Dioxide data but also PM10 and PM2.5. The information will inform us over time as to whether the roadworks has made the necessary improvements to reduce air quality exceedances of the government objective in the area.

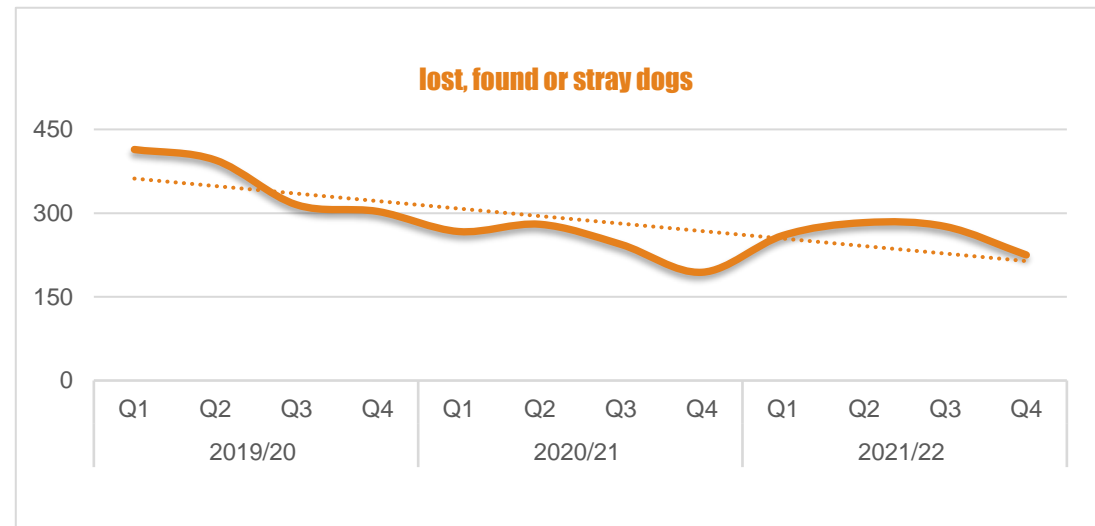
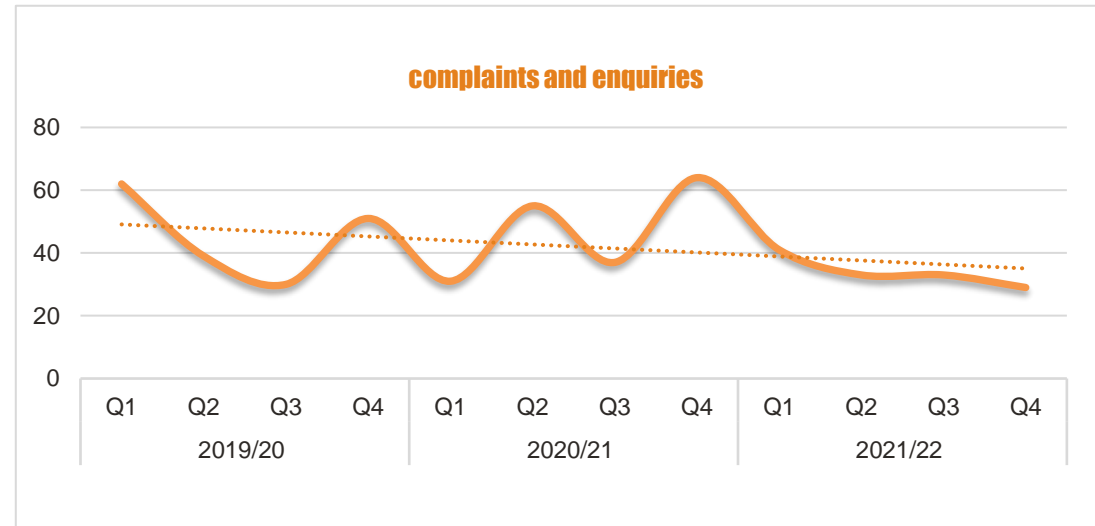
## Contaminated Land

No significant updates to report.

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 the year is an increase of 6% compared to 2020/21, but a reduction of 27% compared to 2019/20. Approximately two thirds 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 72% of contained strays were reunited with their owners, however, figures vary significantly between local authorities.

In general terms, WRS receives a low number of dog control complaints. Based on the 81 complaints recorded during the year, 36 related to fouling and persistent straying, 30 related to dangerous dogs, and 15 related to welfare concerns.



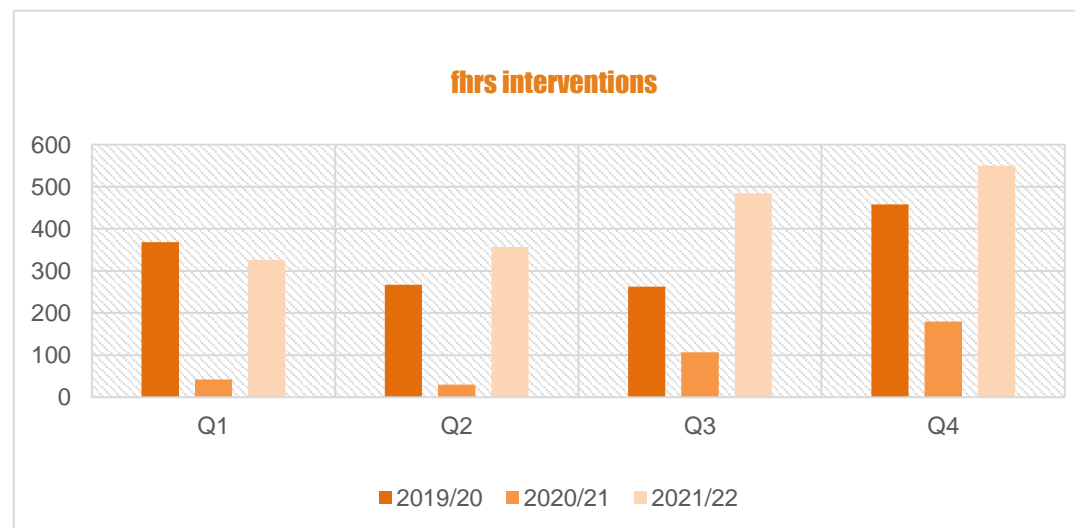
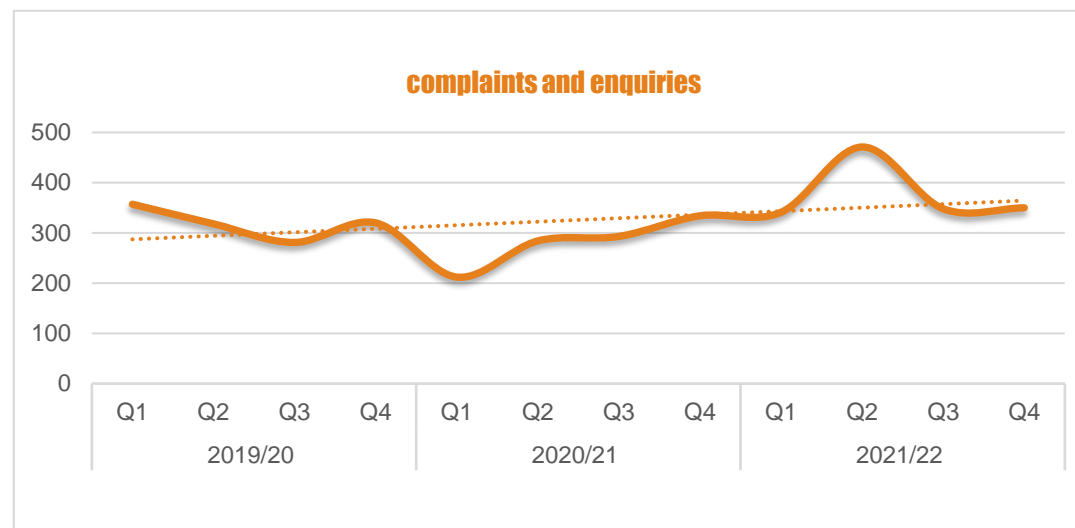
The technical services team successfully completed our inspection programme for 2021-22 in late February and all subsistence instructions were supplied to the partners by the agreed dates of mid-March. DEFRA have also determined that there would be no increase in subsistence fees again for 2022-23.

Officers are continuing their investigation into the alloy wheel refurbishment industry. As an emerging business sector, it is largely unaware of the regulation around the chemicals they use. WRS are currently undertaking work to identify operators in this sector and to advise them on the environmental control and compliance requirements for the substances they use and where necessary recommend alternative use chemicals and processing methods. Two companies have already made changes to their processes on our recommendations and are using less harmful substances as a consequence in the Wychavon district.

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 the year is an increase of 34% compared to 2020/21, and an increase of 18% compared to 2019/20. In general terms, a higher proportion of food safety cases are enquiries such as requests for business advice or export health certificates. Based on the 642 complaints recorded, 83% related to issues with products purchased from food businesses, whilst 17% related to poor hygiene standards and practices.

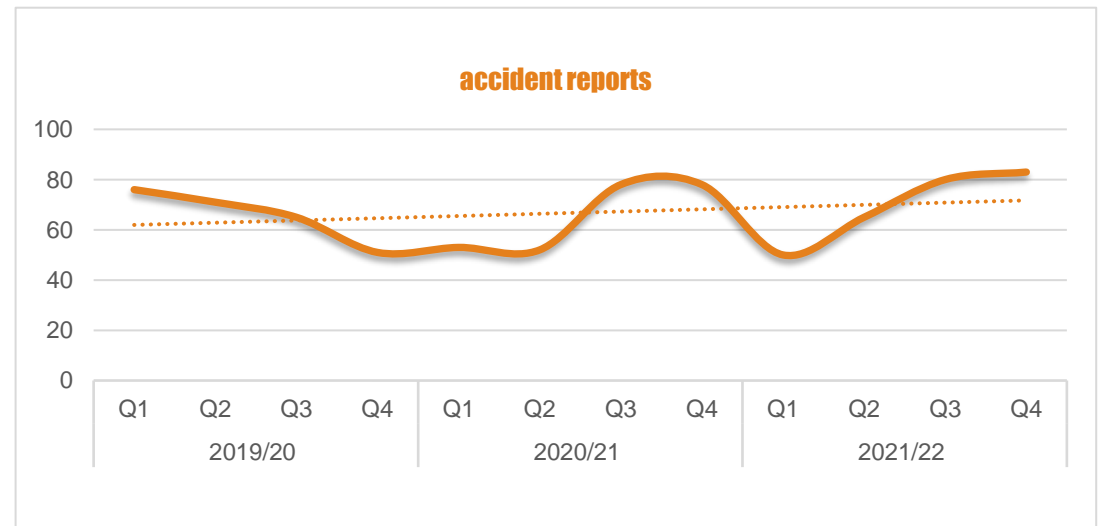
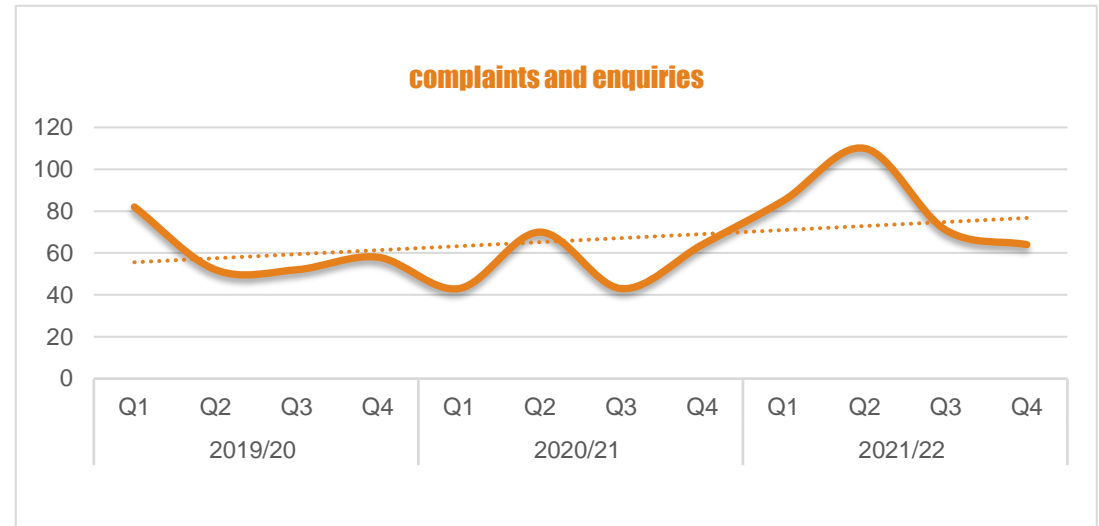
Of the 1,718 interventions conducted businesses included in the Food Hygiene Rating Scheme (FHRS), 85 were rated as non-compliant (0, 1 or 2). Approximately 82% of these ratings were issued to hospitality businesses, with a third issued specifically to takeaways.





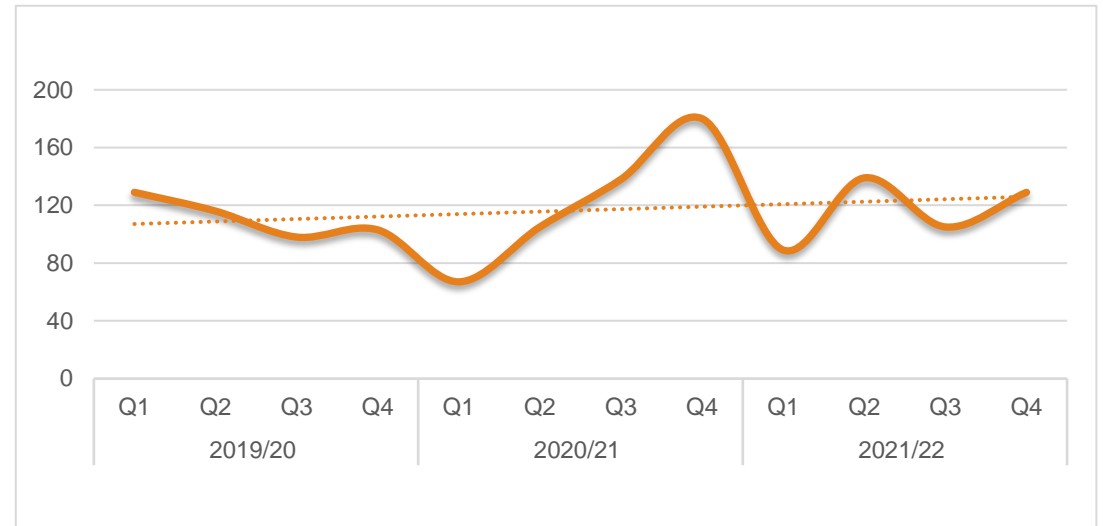
The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to health and safety at work. This includes requests for business advice. The chart (bottom right) shows the number of notifications received by WRS relating to accidents.

*The number of health and safety cases recorded by WRS during the year is an increase of 26% compared to 2020/21, and an increase of 20% compared to 2019/20. Approximately 46% of cases were reports of accidents, with 35% relating 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 a small number of dangerous occurrence. Slips, trips, and falls continues to be the prominent cause of accidents.*



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 (GDPR)



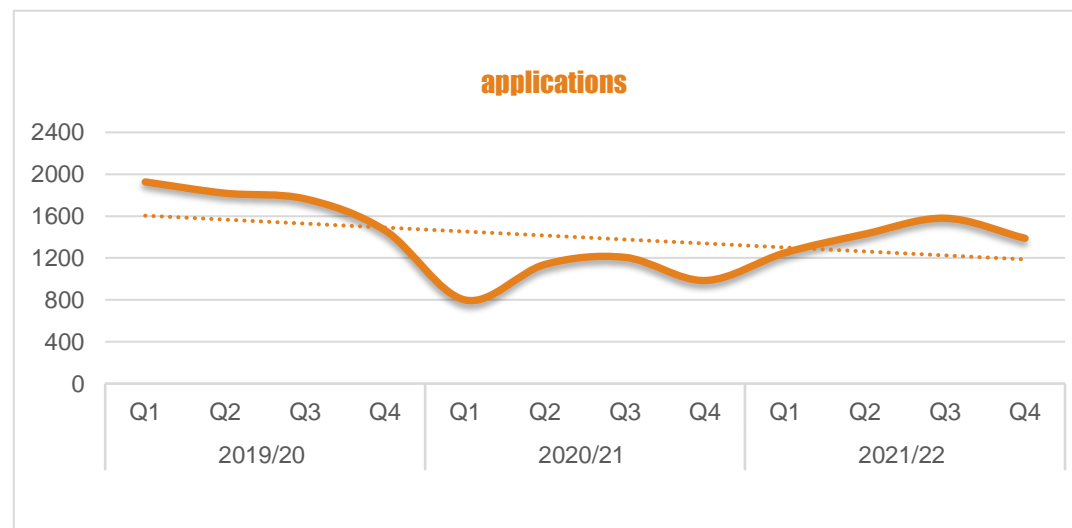
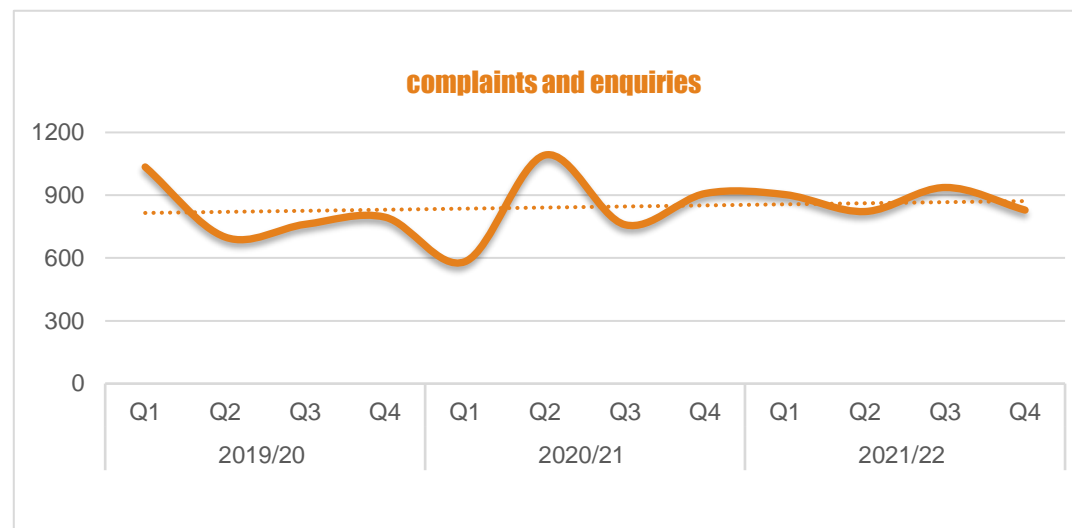
The chart (top right) shows the number complaints and enquiries recorded by WRS over a three year period relating to licensing. The chart (bottom right) shows the number of licensing applications.

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 the year is an increase of 22% compared to 2020/21, but a reduction of 11% compared to 2019/20. Approximately 62% of cases were applications and registrations; with 29% relating to taxi vehicle licences, 20% relating to temporary events, and 19% 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 466 complaints recorded during the year, 36% related to taxi licensing, 20% related to alcohol licensing, and 18% related to animal licensing.*

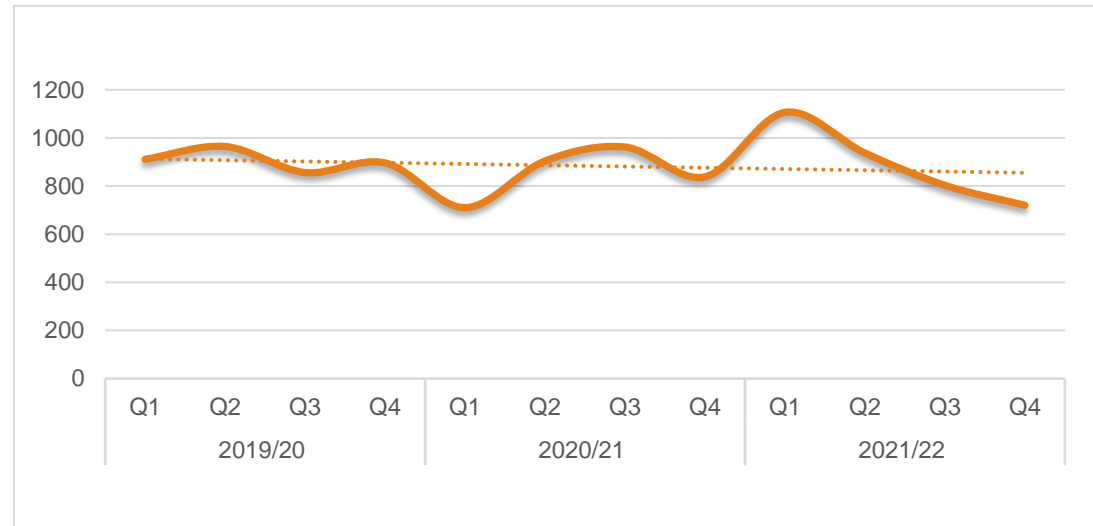


The chart (right) shows the number of planning enquiries completed by WRS over a three year period. The majority of these requests are consultations but can also include requests to discharge conditions.

Planning requests relate to the following;

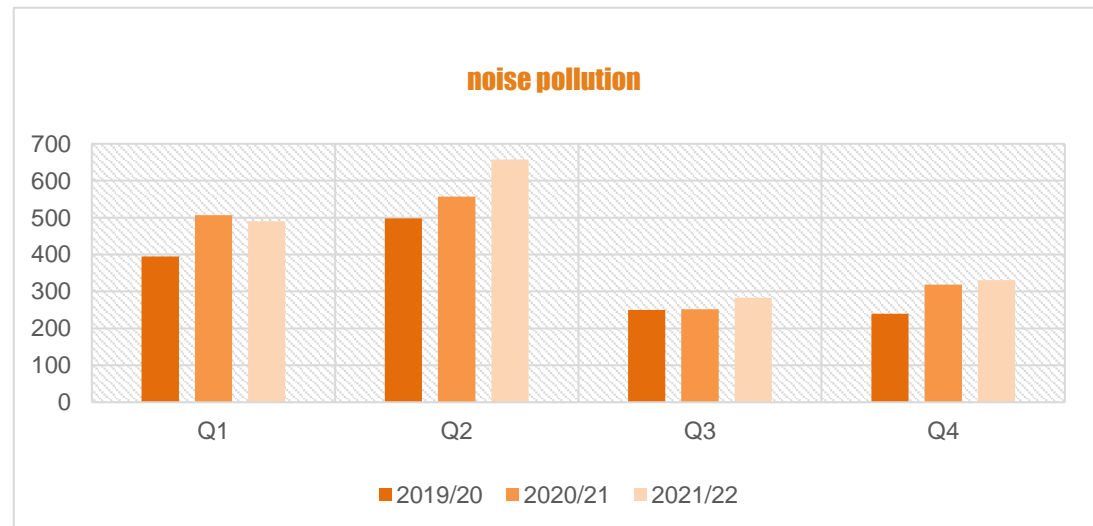
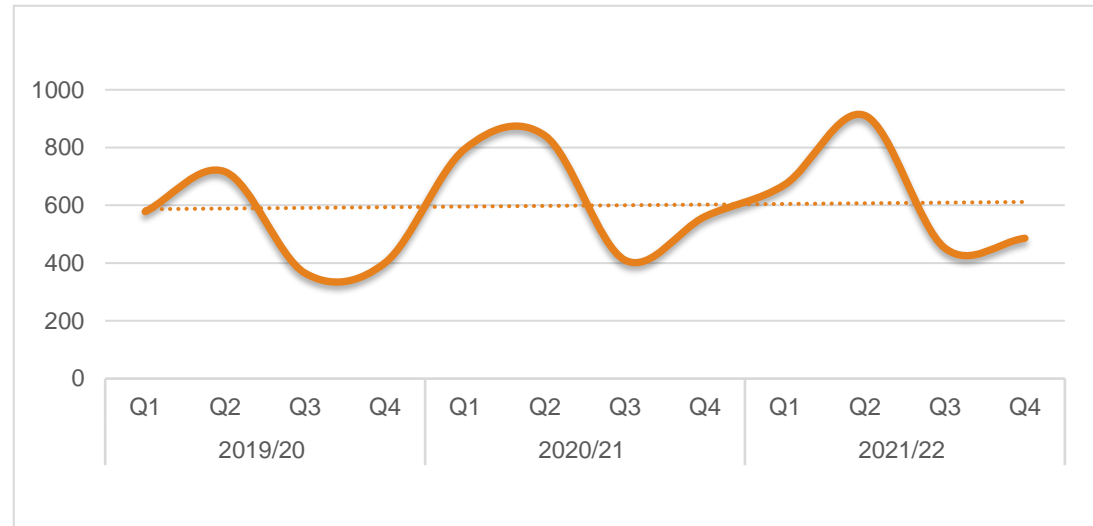
- Air Quality
- Contaminated Land
- Environmental Permitting
- Food
- Health and Safety
- Nuisance / Noise
- Private Water Supplies

*The number of planning enquiries completed by WRS during the year is an increase of 4% compared to 2020/21, but a reduction of 2% compared to 2019/20. Approximately 91% of enquiries were consultations, whilst 48% related to contaminated land. Just under a quarter of planning enquiries were completed, on a contractual basis, on behalf of other local authorities.*



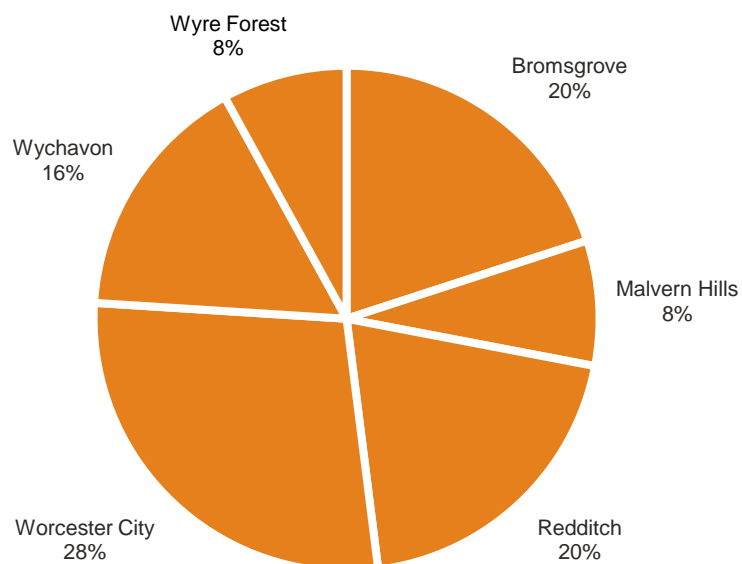
The chart (right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to pollution. Types of cases recorded under this category include contamination incidents, air pollution (smoke, fumes and gases), light pollution and noise pollution. The chart (bottom right)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

The number of pollution cases recorded by WRS during the year is a reduction of 3% compared to 202/21, but an increase of 22% compared to 2019/20. Case totals, however, were broadly consistent with seasonal variations. Approximately 70% of cases related to noise nuisances, with noise from domestic properties (such as from dog barking or noise from audio-visual equipment) the most prominent sources. A further 14% of cases related to smoke nuisances and issues such as 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.

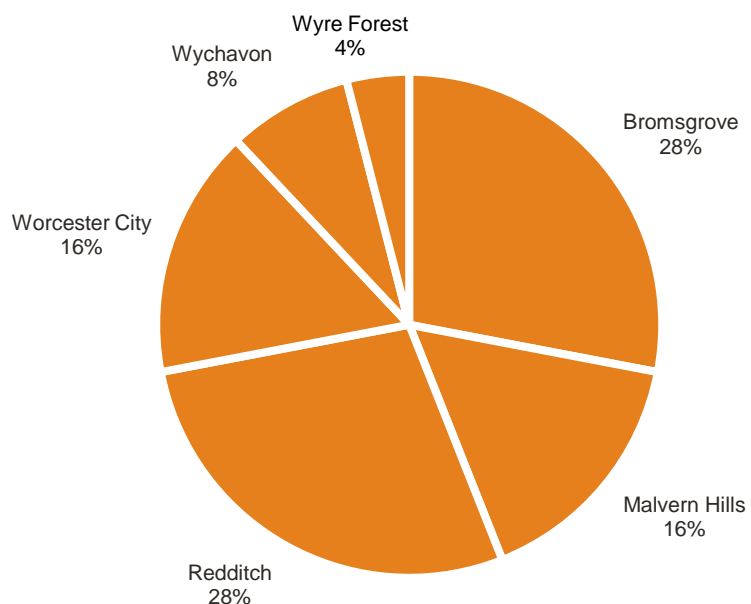
*Note: Data shown on this page represents the 'year to date' and will continue to increase each quarter until the end of year report is published.*



Ward	Total	Population	Rate
Eckington	22	2,669	8.24
Sanders Park	22	3,651	6.03
Norton	20	3,707	5.40
Marlbrook	14	2,890	4.84
Bedwardine	36	8,167	4.41
Harvington And Norton	12	2,756	4.35
Pinvin	13	3,105	4.19
Arboretum	25	6,233	4.01
Batchley And Brockhill	34	8,783	3.87
Rainbow Hill	21	5,511	3.81
Cathedral	43	11,763	3.66
Greenlands	33	9,329	3.54
Headless Cross And Oakenshaw	28	8,295	3.38
Perryfields	5	1,501	3.33
Winyates	27	8,184	3.30
Claines	26	8,076	3.22
Warndon	18	5,669	3.18
Link	20	6,438	3.11
Drakes Broughton	8	2,577	3.10
Church Hill	25	8,062	3.10
Avoncroft	10	3,300	3.03
Mitton	30	10,047	2.99
Gorse Hill	17	5,839	2.91
Wyre Forest Rural	26	9,106	2.86
Priory	13	4,636	2.80

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.*

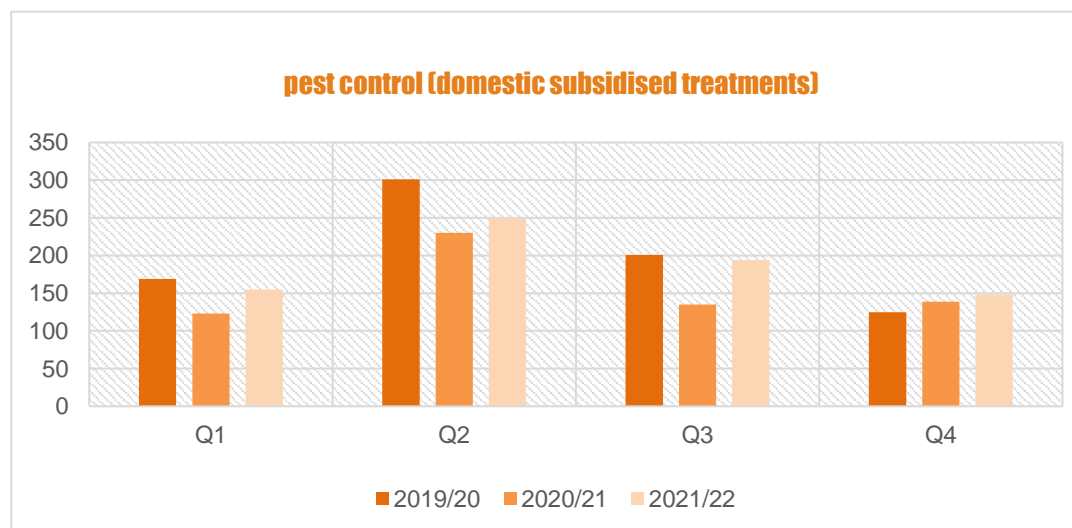
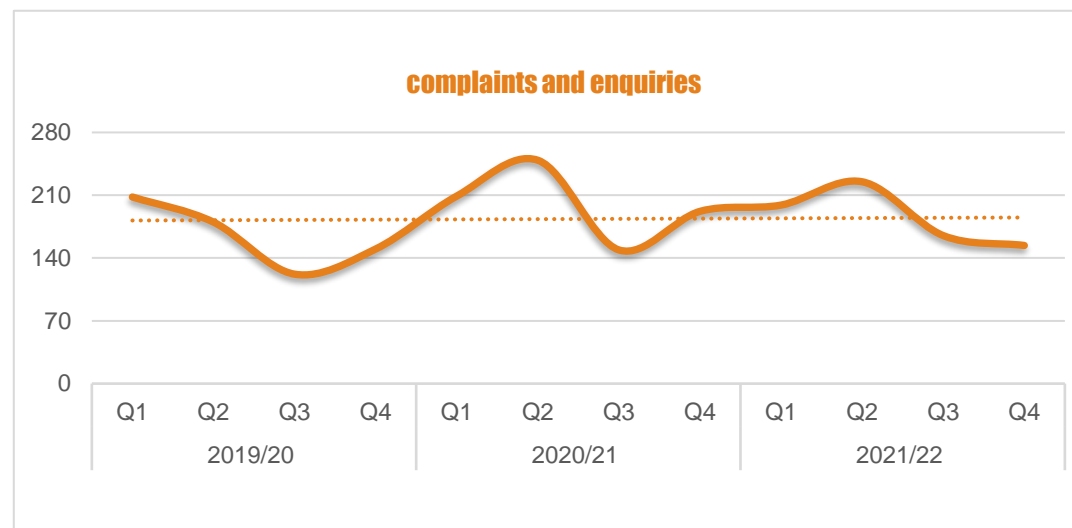


Ward	Total	Population	Rate
Wribbenhall And Arley	34	5,444	6.25
Perryfields	8	1,501	5.33
Abbey	31	6,620	4.68
Norton	17	3,707	4.59
Avoncroft	15	3,300	4.55
Lowes Hill	13	2,903	4.48
Warndon	25	5,669	4.41
Sanders Park	16	3,651	4.38
Charford	15	3,665	4.09
Central (Redditch)	28	6,844	4.09
Rubery South	12	2,984	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 of public health cases recorded by WRS during the year is a reduction of 7% compared to 2020/21, but an increase of 13% compared to 2019/20. Approximately 61% of cases related to pest control; whether enquiries about domestic treatments and sewer baiting, or complaints about pest control issues caused by the activity of neighbouring residents or businesses. A further 25% of cases were complaints relating to accumulations at domestic properties which can also include pest control issues.*

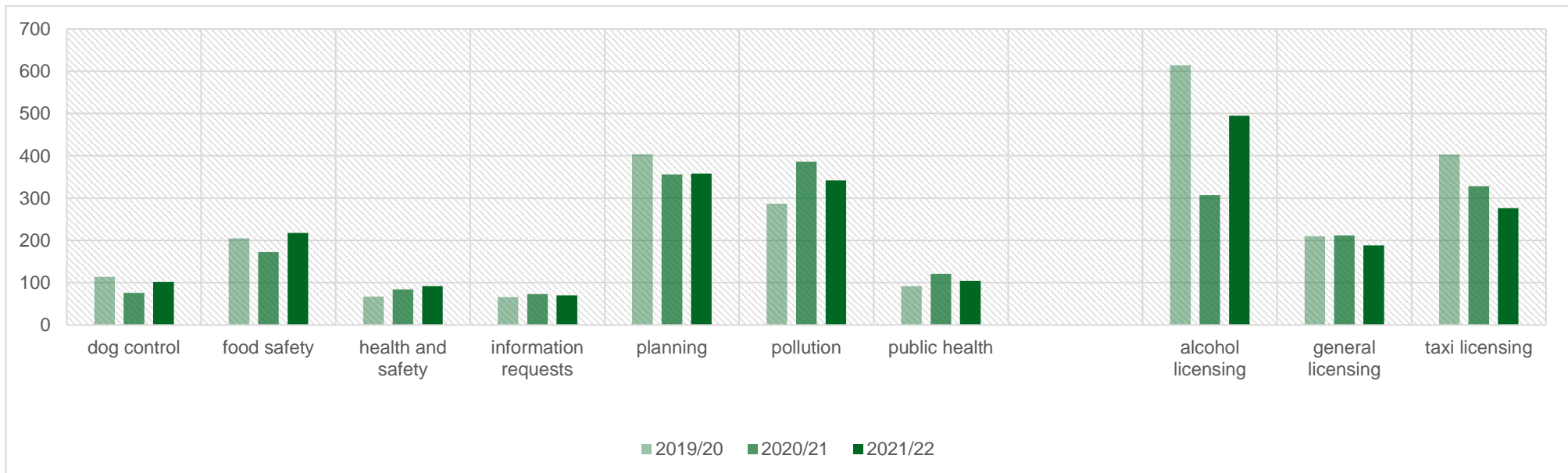
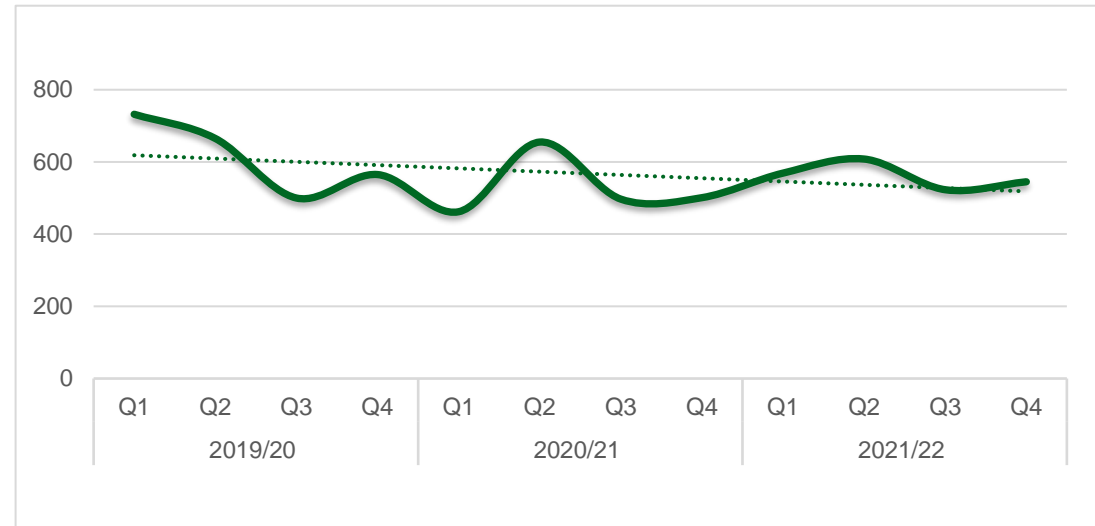
*Of the 756 domestic treatments undertaken during the year, approximately 55% were due to issues with rats, 22% were due to issues with wasps, and 60% were due to pests at properties in the Wychavon and Redditch districts.*





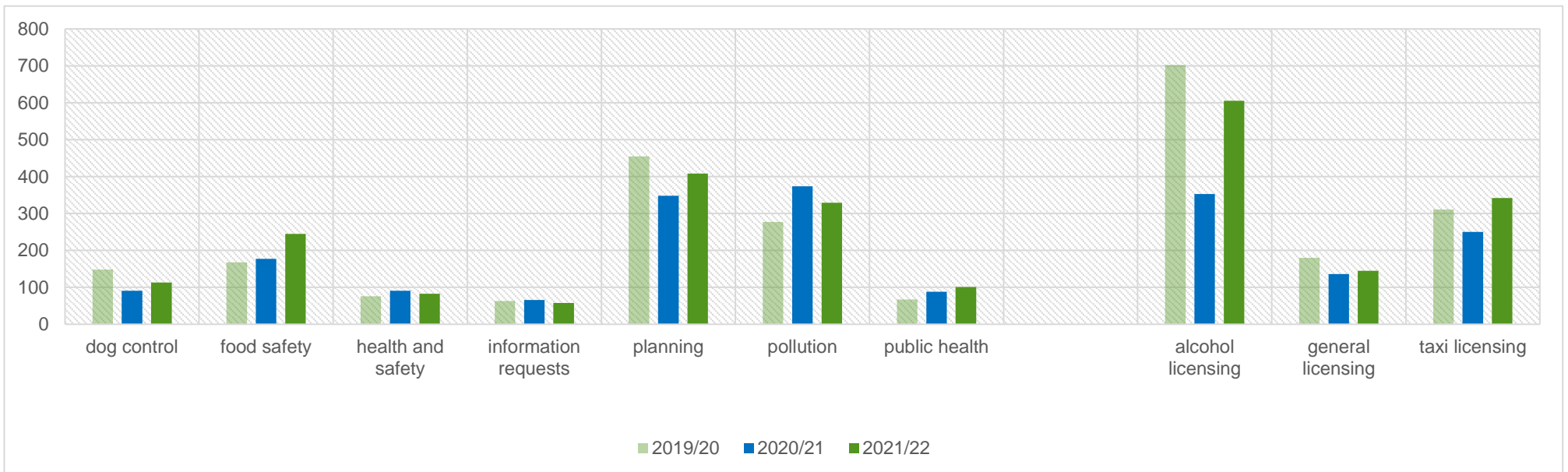
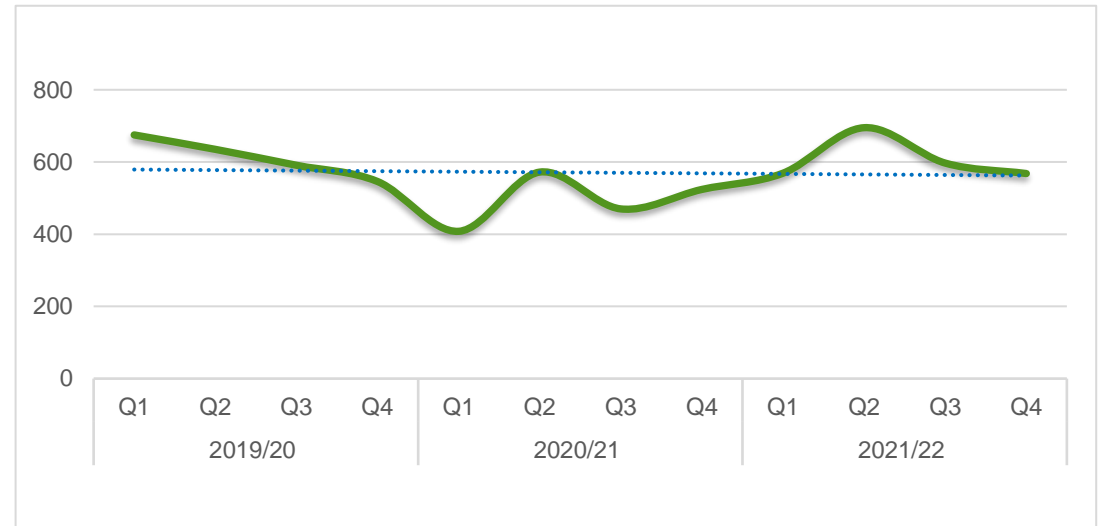
The data on this page relates to Environmental Health and Licensing cases (complaints, enquiries, applications and notifications) where the subject and/or enquirer were located within the Bromsgrove district.

*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.*



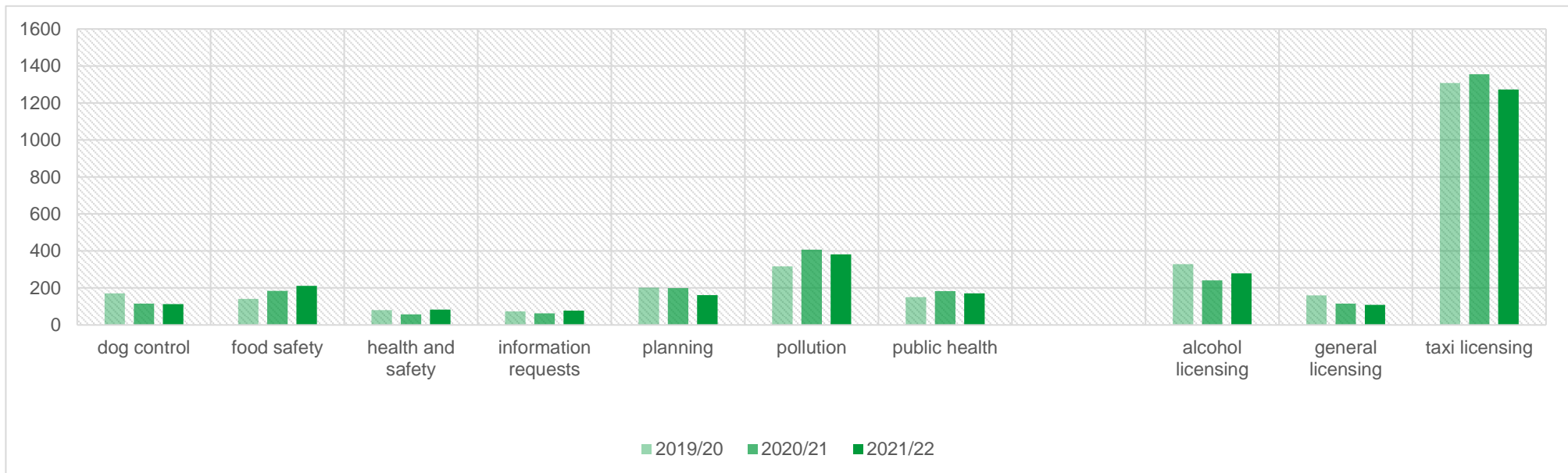
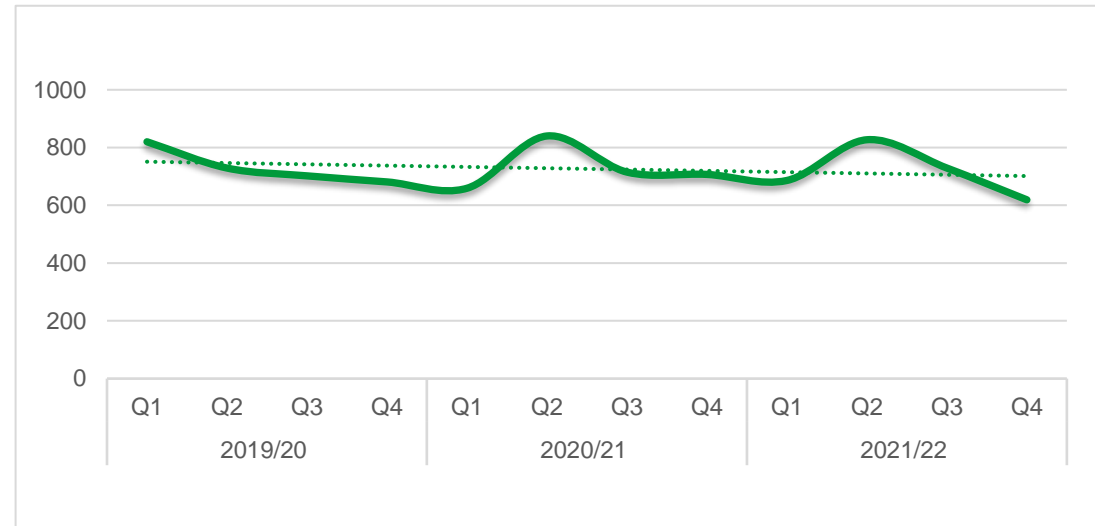
The data on this page relates to Environmental Health and Licensing cases (complaints, enquiries, applications and notifications) where the subject and/or enquirer were located within the Malvern Hills district.

*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.*



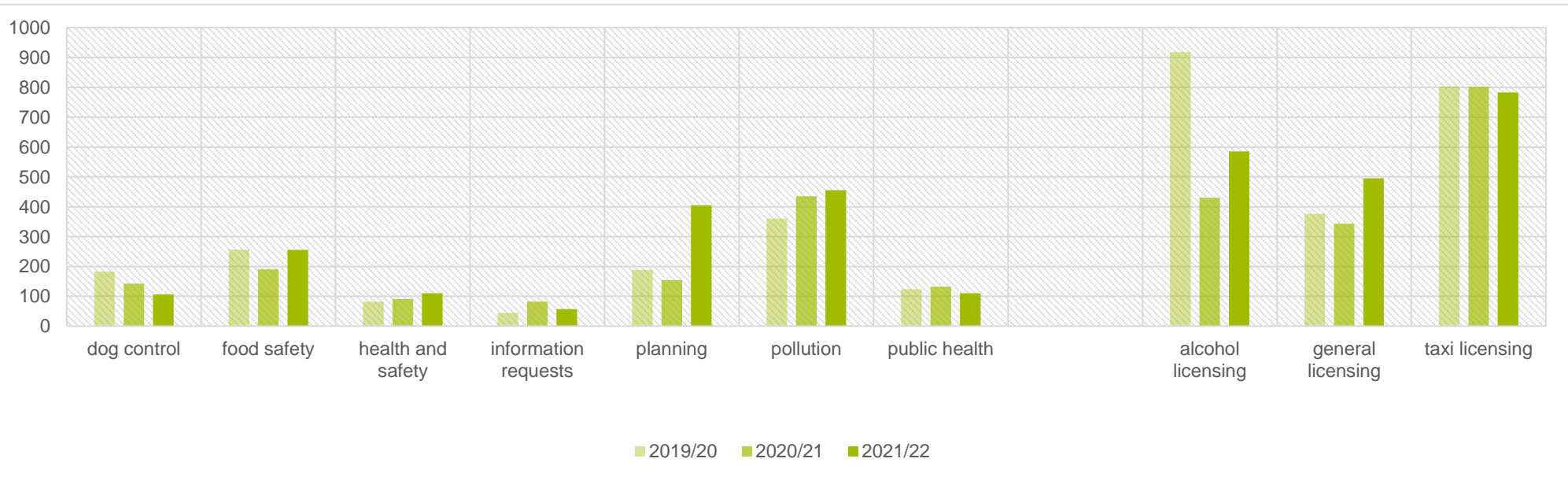
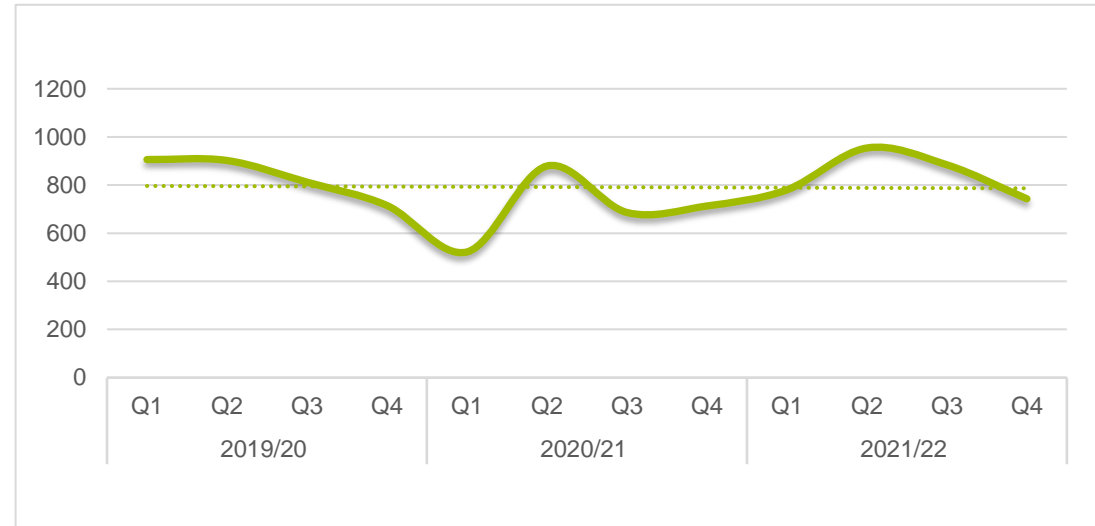
The data on this page relates to Environmental Health and Licensing cases (complaints, enquiries, applications and notifications) where the subject and/or enquirer were located within the Redditch district.

*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.*



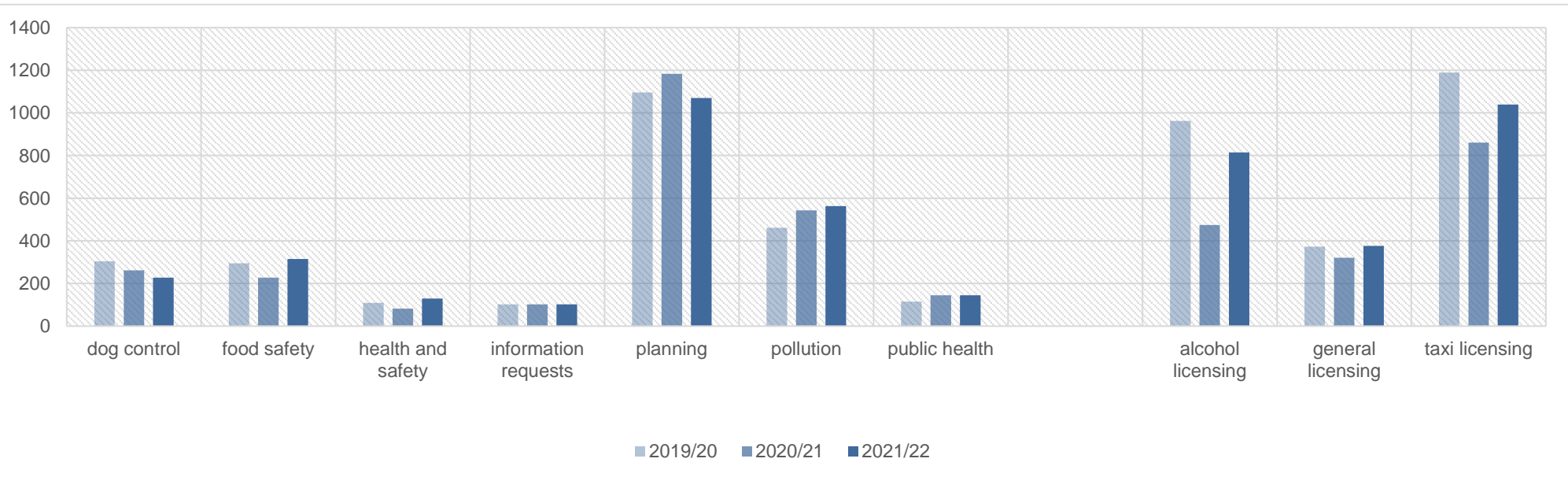
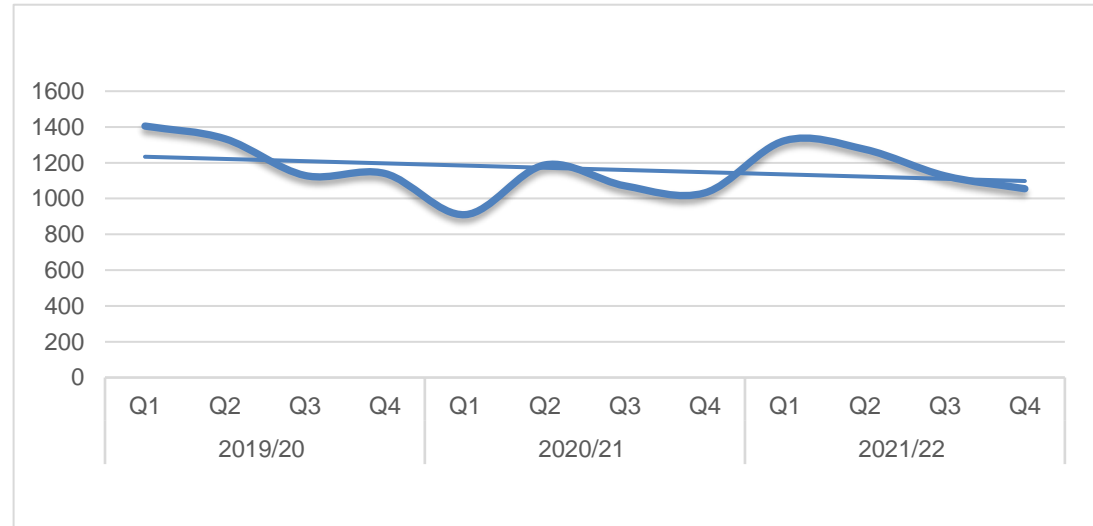
The data on this page relates to Environmental Health and Licensing cases (complaints, enquiries, applications and notifications) where the subject and/or enquirer were located within the Worcester City district.

*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.*



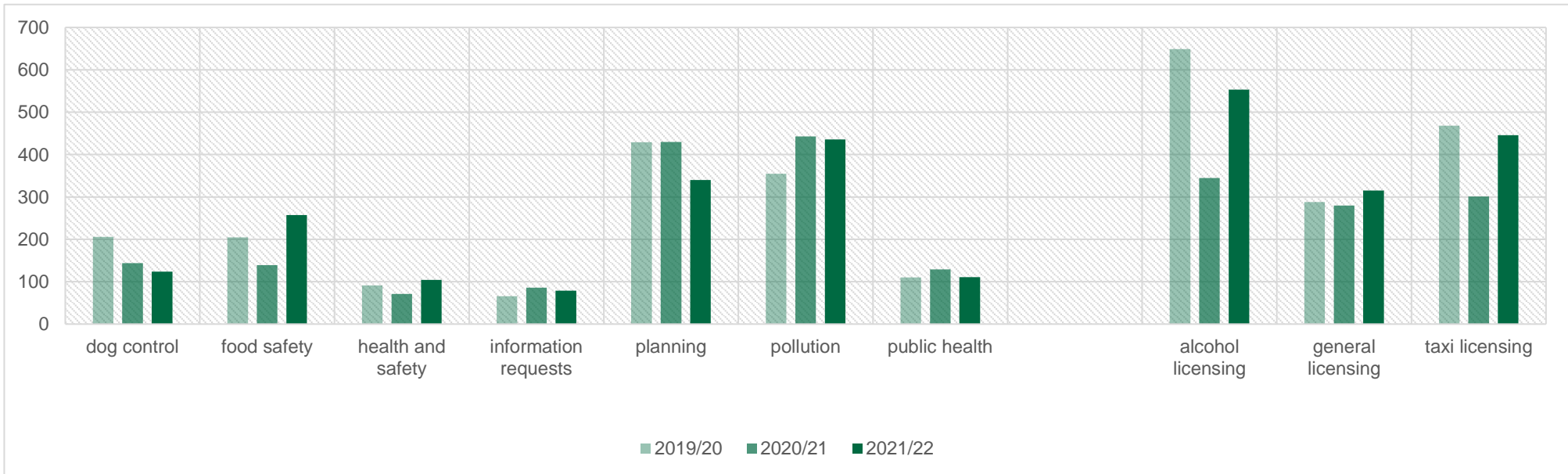
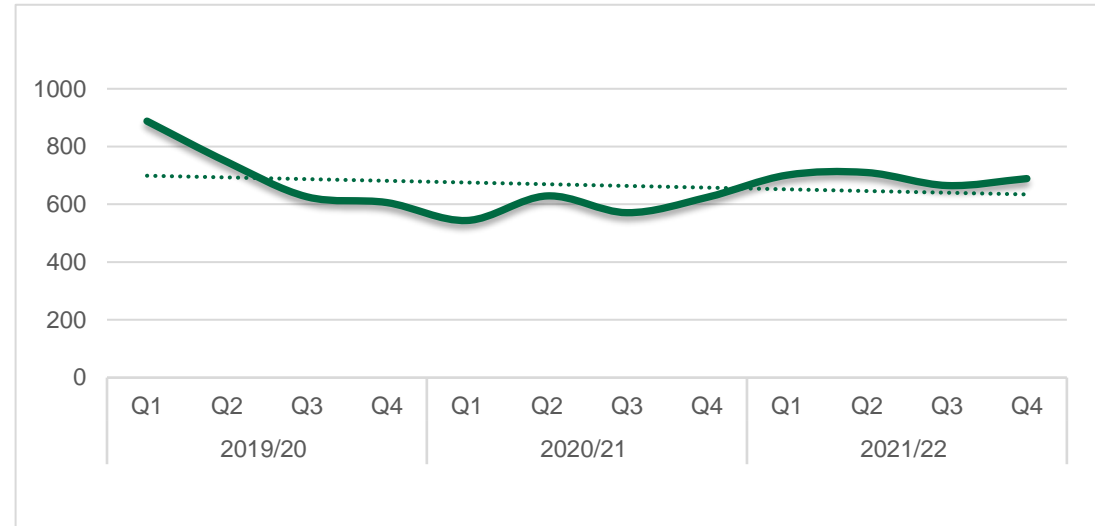
The data on this page relates to Environmental Health and Licensing cases (complaints, enquiries, applications and notifications) where the subject and/or enquirer were located within the Wychavon district.

*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.*

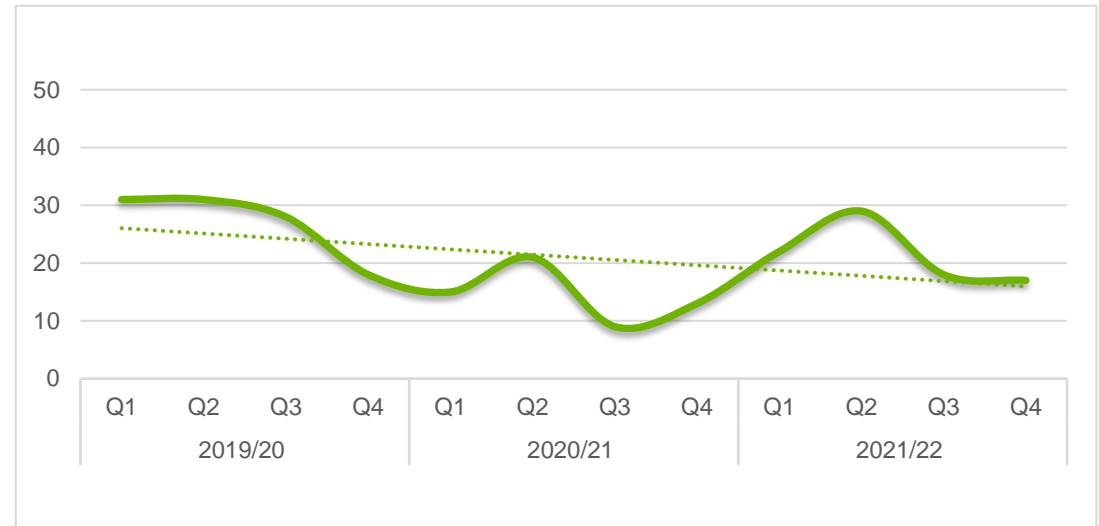


The data on this page relates to Environmental Health and Licensing cases (complaints, enquiries, applications and notifications) where the subject and/or enquirer were located within the Wyre Forest district.

*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.*

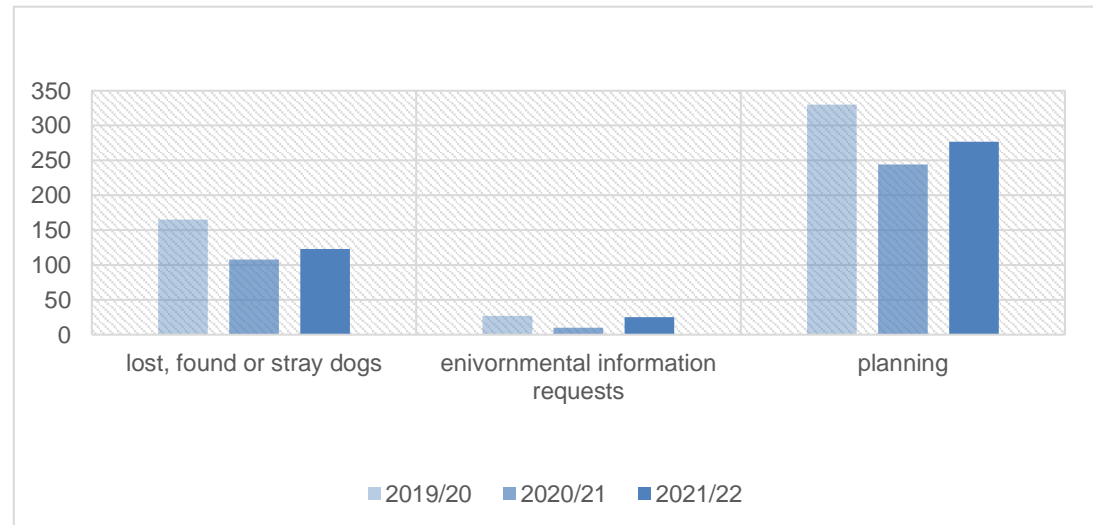
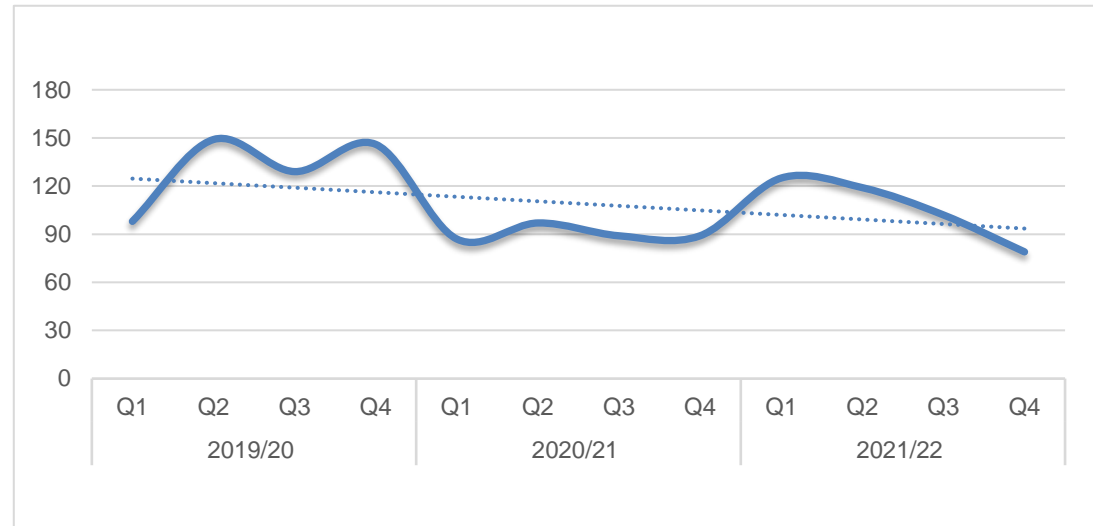


The dog control work undertaken for Cheltenham Borough Council is part of a contract with two other Gloucestershire authorities to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was recently renewed and has been highly successful in reducing 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.



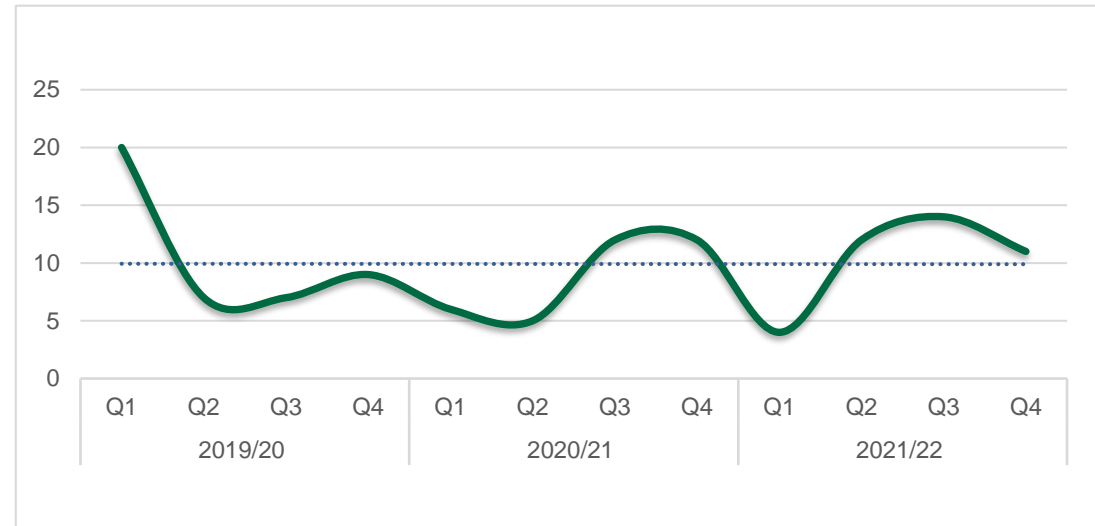
The dog control work undertaken for Gloucester City Council is part of a contract with two other Gloucestershire authorities to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was recently renewed and has been highly successful in reducing 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.

