

## WRS Board

Date: 6<sup>th</sup> October 2022

### Title: Activity and Performance Data Quarter 1 2022/23

#### 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 first quarter of 2022/23, 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

The first quarter of 2022/23 saw us begin the year with no covid controls for the first time in around 2 years. The virus was still in circulation and remained a factor for some of our advisory work, but there was no legal enforcement framework. We continued to have some commitments, particularly with the Local Outbreak Response Team, where officers remained on duty to address issues, but this quarter's results show real signs of us stepping back to normality.

The number of food safety cases recorded during quarter one is a reduction of 4% compared to 2021-22, but an increase of 55% compared to 2020-21. This demonstrates our return to normal activity post-pandemic. Generally, a higher proportion of food safety cases are enquiries such as requests for business advice or export health certificates, but some are complaints about a business. Based on the 144 complaints recorded, 84% related to issues with products purchased from food businesses, whilst 16% related to poor hygiene standards and practices.

A good number of visits were undertaken as we work towards the end of the Food Standards Agency's roadmap in March next year. Of the interventions

conducted at businesses included in the Food Hygiene Rating Scheme (FHRS), 7 were rated as non-compliant (0, 1 or 2) with most of these ratings issued to hospitality businesses.

The number of health and safety cases recorded during quarter one is consistent with 2021-22, but an increase of 42% compared to 2020-21. Again, this reflects the post-pandemic return to normality. Approximately 34% of cases were reports of accidents, with 50% relating to injuries where a worker was incapacitated for more than seven days and 28% relating to injuries to members of the public. The remaining cases were accidents, where major injuries were sustained, dangerous occurrences, and two fatalities. Slips, trips, and falls continue to be the prominent cause of accidents.

The number of stray or lost dogs recorded during quarter one is an increase of 18% compared to 2021-22, but an increase of 22% compared to 2020-21. Approximately 72% of cases related to 'contained' stray dogs, which means that a dog was found and held, usually by a member of the public. Overall, 68% of contained strays were reunited with their owners, however, figures vary significantly between partner authorities and, of course the others then must be re-homed by the charities we work with.

Generally, we receive a low number of dog control complaints. Of the 9 complaints recorded, 6 related to fouling and persistent straying, 3 related to welfare concerns, and a single complaint related to a dangerous dog. The last of these are usually referred to West Mercia Police.

The number of licensing cases recorded during quarter one is an increase of 17% compared to 2021-22. There were significantly fewer licensing applications recorded two years ago due to COVID restrictions and the closure of many hospitality premises, so we continue to see normality being restored. Approximately two-thirds of cases recorded during quarter one were applications and registrations; with 33% of those relating to temporary events, as hospitality venues began gearing up for the summer period. A further 25% relating to private hire or hackney carriage vehicle licences, and 13% relating to 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 152 complaints recorded during quarter one, 32% related to taxi licensing, 26% related to alcohol licensing, and 21% related to animal licensing.

The number of planning enquiries completed during quarter one is a reduction of 42% compared to 2021-22, but a reduction of only 4% compared to 2020-21. Approximately 90% of enquiries were consultations, whilst 50% related to contaminated land. Around a fifth of planning enquiries were completed, on a contractual basis, on behalf of other local authorities. Information requests, which often link into the planning process were also down.

The number of pollution cases recorded during quarter one is a reduction of 8% compared to 2021-22, but a reduction of 22% compared to 2020-21. It should be noted that the increased number of cases two years ago coincided

with COVID-19 restrictions and a greater number of residents being at home because of lockdown provisions. The totals are in line with seasonal variations. Approximately 75% 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 11% of cases related to smoke nuisances and issues such as the burning of domestic or commercial waste. This is very similar to the picture before the pandemic, so again hopefully a picture of returning to normality.

## Performance

As always, reporting against the suite of indicators is more limited for the first quarter. The non-business customer measure at 55.6%, down on the 61.6% figure at year-end last year and the 71% figure in Q1 last year. Although first response time scored reasonably, the time taken to deal with the issue, the overall outcome and whether people felt better equipped going forward, did not score well. Number of returns was low, but managers have been asked to investigate these figures. Satisfaction for business customers remains good at 98.7%.

We report overall numbers of compliant and non-compliant businesses at this point in the year, without the district breakdown. 98.4% of businesses were graded 3 stars to 5 stars on the hygiene rating scheme.

Compliments outnumber complaints by around 3:1 (30:10) similar to previous years.

Staff sickness is at 0.9 days per FTE, which is slightly above last year's figure for this period of 0.87 but still very similar to the 0.85 days per FTE from the same period in 2019. Another sign that we are back into more normal working.

## Contact Points

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## Background Papers

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

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**Table of PIs 2022/3**

Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	55.6			
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	98.7			
3. % businesses broadly compliant at first assessment/ inspection	Annually	98.4			
4. % of food businesses scoring 0,1 or 2 at 1 <sup>st</sup> April each year	Annually	1.6			
5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly	NA		NA	
6 % of vehicles found to be defective whilst in service Number of vehicles found to be defective by district and the percentage this represents of the fleet county-wide	6-monthly	NA		NA	

7	% of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	46.7			
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	10/ 30			
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	0.90 days per FTE			
10	% of staff who enjoy working for WRS	Annually	NA	NA	NA	
11	% of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	NA		NA	
12	Rate of noise complaint per 1000 head of population	6-monthly	NA		NA	
13	Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA		NA	
14	Cost of regulatory services per	Annually	NA	NA	NA	

head of population (Calculation will offset income against revenue budget)					
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