

Worcestershire
Regulatory Services

Supporting and protecting you

Activity Report | 2022-23



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Foreword

Welcome to the second activity report for 2022/3. It follows the format you will all now be familiar with and covers the period 1st April to 30th June 2022, but the graphs and tables allow comparison with the data in previous years.

Stray dog numbers continued to increase during the second quarter, up in the first quarter, by 24% on the same period last year and 21% on the one previous to that. Officers have struggled during the summer to find kennelling space for all of the dogs picked up and they thank those we work with for the flexibility they've shown in helping us to house our strays. Thankfully, 67% of them were reunited with their owners, but obviously that does mean that many have to be re-homed by the charities we work with.

Officers continued with the final year of the FSA's Food Recovery programme with a significant number of interventions, above the same period last year and much higher than the previously year when visit programmes were suspended by the Agency. Food complaints continued to fall this quarter compared to the same quarter last year and appear to reaching levels last seen at the beginning of 2020/21. We hope this is leading us towards pre-pandemic levels which will very much show a return to normality. Activity on Health and Safety at Work follows a similar pattern to previous years but at a slightly elevated level. More worryingly in this area is the number of fatalities that the service currently has on its books.

Information requests were up and requests for planning support appeared to be ceasing their downward trajectory. These two figures are often linked as many information reports link into the planning process, so this may suggest a planning upturn in the coming weeks although anecdotally officers also report numbers of FOI requests coming in.

Licensing complaints dipped slightly below the trend line during quarter 2 but applications remained slightly up, reflecting the continued work of hospitality trades to restore their fortunes post-pandemic.

Pollution and nuisance complaints continued the upward trend we saw starting during Q4 at the end of last financial year. Whilst we did not quite hit the heights of overall numbers seen in previous years, with a high starting point due to the early upturn, the summer was incredibly busy for staff dealing with nuisance matters. We always see an upturn into the warmer months, but this year has felt very pressured.

We hope the report demonstrates the volume of work staff are undertaking and that some of the stories behind the numbers highlight the difficulties staff sometimes face. If you have further queries, please feel free to contact myself and the Team Managers.



Simon Wilkes
Head of Regulatory Services

Quarter One

The Community Environmental Health Team were kept incredibly busy throughout quarter one across the whole range of environmental health work.

Tragically we received a report in respect of a fatality at a white-collar boxing event which we are investigating in close collaboration with the Coroner's Office. Additional ongoing health and safety investigations include an accident involving a vehicle hitting an employee on private land in Kinver, whereby we had to detain the vehicle for examination, and a prosecution file has been submitted to Legal Services in respect of a serious forklift truck incident at a major retailer.

Your Officers resolved a significant private water supply issue in Timberhonger, providing support to the UK Security Health Authority in providing notices to residents on elevated Arsenic levels. Officers worked hard with landlord to resolve the issue, getting the water tested and implementing a regime for regular testing.

The Team attended, and in some cases chaired, Safety Advisory Groups throughout the period to ensure public safety including those convened for the Commonwealth Games Queens Baton Relay throughout the County.

In nuisance work, WRS worked with a car wash in Pershore in meeting its undertaking in respect of works to resolve a noise problem. We were also able to provide expertise in advising a local business in preventing light nuisance to residents where a film company was using their premises to film at night. We continued to receive a significant number of complaints concerning pubs having live music events in their gardens, often where they were fundamentally unsuitable for such events due to the proximity of neighbouring residential premises. We adopted a proactive intelligence-led approach to monitoring various large-scale events planned through the summer and served abatement notices in respect of noise from fans in Evesham, a cockerel crowing at a café in Bromsgrove, noise from barking at kennels and odour nuisance in Ombersley linked with a Planning enforcement notice. Another cockerel case made the national press, appearing in "The Sun", where we had been able to intervene and resolve the case.

A landowner in Worcester was served with a notice in respect of controlling rats and a Simple Caution was issued in respect of a long-running nuisance case involving barking dogs in Worcester. We also dealt with disturbance from a warehouse rave, carried out a BS4142 noise assessment on an industrial company in Evesham and investigated smoke nuisance from a business directed to burn tomato plants by The Animal and Plant Health Authority in Throckmorton.

A sad case involved the case of a deceased gentleman who had been resting with a Worcestershire Funeral Director for several months. We were contacted as conditions were getting very difficult for the staff and, for the dignity of the deceased, a funeral was needed. The situation was that money could not be released from the Estate and the daughter was abroad and unable to act. Your Officer intervened under the Public Health (Control of Diseases) Act 1984, and we were able to make the appropriate arrangements.

In food safety work, we were able to deliver 729 Inspections of which 185 were "first time" as we continued to focus on the Food Standards Agency Post Pandemic Recovery Programme which commenced in August 2021 and runs to March 2023.

Quarter Two

Private Water Supplies and Drainage

Our private water supplies specialist, who holds Drinking Water Inspectorate accreditation for water sampling, is currently undertaking sampling for a neighbouring local authority as part of our income generation work. Your Officers have been liaising with Seven Trent Water regarding several problems with odour from sewage pumping stations, including some which are yet to be adopted as part of major new housing developments. We are also in the process of obtaining a warrant to access premises in Redditch where it is suspected that sewage is leaking from their system into a neighbouring basement, where the occupier has refused us access.

Infection Control

The team continue to liaise with Public Health to ensure preparedness for any Covid-19 seasonal surge which may increase demand on the service to deal with outbreaks and potentially public health funerals.

Nuisance

The team is currently dealing with appeal against a noise abatement notice served on premises in Wyre Forest relating to noise from dogs barking at a kennels. The hearing, in the Magistrates Court, will be heard in December. We are also working with licensing colleagues to investigate whether there is breach of a Noise Abatement Notice served for excessive barking from kennels located in Wychavon, which resulted in a residents meeting being arranged to explore the issues involved.

Notice under the Prevention of Damage by Pests Act has been served on premises at Rose Hill, Worcester, in relation to a rat infestation. Should action not be taken by the owner to put things right, then remedial works can be carried out by the service in default.

Several complaints have been received concerning smoke/odour from newly installed log burners at domestic premises around the county. It is believed that these may be driven by the rise in fuel costs, and the situation is being monitored to establish if this is going to become an increasing problem.

Food Safety

184 new food registrations were received between July and September and the sector remains very volatile, with 390 premises having closed over the same period. Your officers made a total of 535 food safety interventions during the period and two Appeals were received challenging the Food Hygiene Rating Score (FHRS) awarded, one of which was upheld by your Food Lead. In income generation work, 21 Food Export Certificates were issued and 9 FHRS re-rating requests were received.

Two Hygiene Emergency Prohibition Orders were served during the quarter and ratified by magistrates, one on a food producer in Bromsgrove for production in an unsuitable and hidden food room and one on a business in Malvern for generally dirty conditions and another hidden food preparation room. Prosecution files are in preparation for these cases. Two other enforcement files for serious non-compliances are being prepared, relating to businesses in Malvern Hills and Redditch districts.

Quarter Two (Continued)

Your officers are spending considerable time in supporting businesses with allergen compliance, particularly in respect of cross contamination risks in kitchens, which continues to present challenges to many food businesses across the county and falls to Environmental Health to deal as a food safety matter. There is also joint activity with Trading Standards on wider aspects of allergen controls.

The ongoing financial crisis is impacting on businesses and where they receive a poor FHRs score, there are signs of an increase in requests for re-rating visits. If a food premises gets a FHRs Level 0 (the lowest) they are automatically removed from platforms such as “Just Eat”.

Businesses scoring Level 0 to Level 2 continue to attract press interest as they are published on the national website. Reports of officer visits are also releasable under the Brand Standard and do not require a Freedom of Information request. These two factors are assisting us in ensuring that improvements are made as poor ratings affect trade. The Food Lead can refuse to re-rate premises with serious contraventions for up to three months during which time they must demonstrate that they are able to comply over a reasonable period. For other businesses the average revisit is made within two weeks.

WRS continues to play an active role in national activities related to food safety. Your Food Lead is now Chair of the Primary Authority Expert Panel for the Hospitality sector which is supported by BEIS. The Food Standards Agency is also beginning to reach out to local authorities about a review of The Food Law Code of Practice into how interventions are done, but it is unlikely there will be major changes to the current ways of working until 2024. WRS continues to blaze the trail in respect of the use of intelligence to drive its intervention programmes.

Health and Safety

The team is being kept very busy with some complex and challenging health and safety accident investigations, some of which have involved fatalities and close liaison with West Mercia Police. More details of these can be shared once they have progressed through the legal process.

WRS officers have also been instrumental in the process of ensuring that the professional Worcester Warriors Premiership rugby team could fulfil their home fixtures by working with the safety officer at the club to maintain the General Safety Certificate for Sixways as the club unfortunately passed into Administration. This Safety at Sports Grounds work is carried out on a contract basis by WRS on behalf of Worcestershire County Council who have the legal responsibility for issuing safety certificates. Our ongoing work secures events being held safely at Sixways Stadium.

It is worth noting that all the work described in this section is carried out by a single multi-disciplinary Community Environmental Health team, with professional officers supported by their line managers balancing all of these competing demands across an extensive and challenging range of subject areas.

Quarter One

The first quarter of every year always sees a steady increase in applications and this quarter has been no different with an increase in TENs applications leading the way as usual this time of year closely followed by taxi licensing.

The team are out doing more visits than ever before in all areas of licensing and this has illustrated where more resource have been allocated and more so in certain areas rather than others. These compliance visits will continue throughout the remainder of the year. Caravan licensing inspections have reached the second phase of the project with the majority of less contentious sites across Wychavon and Worcester City now being visited. There have been scheduled Taxi checks undertaken across the County and some in partnership with the County Council and officers are still finding problems with vehicles. The team will be looking to do more communication activities with the trade on the back of this. Animal licensing inspections have also peaked with officers now looking at the interim inspections that are required to be undertaken within the duration of a licence.

Within Taxi Licensing the Taxi Standards work has continued and the team are working with various suppliers to agree a provider for the 'Competency Certificate' whereby new drivers will undertake a suite of training as required under the new guidance.

Licensing officers have also commenced their annual training sessions for Members across all districts with more training to be provided later in the once the Taxi Standards have been implemented.

Quarter Two

The increase in summer events have seen the licensing team dealing with an increase in TENs applications and therefore we have increased capacity in the team to deal with these and cover the teams annual leave over the summer. You will see all other applications have started to slowly dip as they have done so in previous years around this time and this usually starts to increase again around the end of Quarter 3.

The Licensing team successfully implemented the Taxi Standards across all six districts with all new drivers from the 1st September 2022 now undertaking the new competency certificate delivered by Worcestershire County Council. There were mop up sessions held for applicants that were already in the system and had not completed the various elements required by each district prior to this date.

Quarter Two (Continued)

Phase 3 of the Caravan project commenced and these are the more problematic sites where officers have not had a lot of historic contact with the site owners so they will be visited by officers to ensure compliance. The project has flagged some very well run sites across the two districts but also some very contentious ones where planning colleagues have required involvement. The long term aim is to have all officers trained in doing inspections so any issues can be dealt with quickly and efficiently.

Animal Licensing inspections continue with an increase in unregulated activity and complaints taking up more officer time. With the regulations now being in implementation since 2018 there is a lot of work being undertaken by managers across the Country in liaison with external stakeholders to re-look at the legislation, guidance and the wider ramifications of its introductions with a view to making changes. With this in mind the focus of the team has now been on how officers can streamline the process. There continues to be intelligence led project work on Illegal dog breeding and work with the intelligence team has continued to develop this since the spike during covid. The team also had their first appeal lodged at the First-Tier Tribunal against a refusal of an Animal Activity Licence.

Quarter 2 saw an increase in the number of sub committees being held with officers preparing reports and information with a very unusual high number of 11 sub committees in Worcester City alone just for this quarter. There have been a number of complex and contentious premises reviews in the north and officers have been preparing reports and information for committee members to consider.

Quarter One

Information Management

Quarter one is particularly busy for our Information Management and Database Administration team with the preparation and submission of most of the service's government returns. Much of the day to day activity has been focused on increasing security and resilience of our systems. This has included include regular updates and patches to our main back office system, facilitating the recall of all laptops and mobiles for security updates, and promotion of cyber security awareness for all staff. In addition the team continues to help to support the income generation target of the service by delivering paid for services to Bromsgrove and Redditch Council's Planning Department, Worcestershire County Council Trading Standards and Tewkesbury Borough Council's Environmental Health & Licensing teams.

COVID Advisors

With no COVID restrictions in place the work of supporting the public and businesses with COVID recovery was continued through the first quarter of this year. This supporting Environmental Health colleagues providing advice and guidance to businesses through low level food hygiene inspections where compliance had been adversely impacted by the pandemic and to residents affected by nuisance where businesses had sought to change their operating methods to comply with restrictions or adapt to public demands post COVID. On the 20th April COVID advisors assisted with the Vaccine pop up clinic in Worcester where there was an uptake of 90 vaccinations, and also at further clinics in Worcester on the 7th May with an uptake of 71 Vaccinations and 28th May with an uptake of 12 vaccinations.

With COVID funding due to come to an end, a process of diversification was undertaken to enable the team to utilise their skills in engagement and contribute towards the service's income generation targets by providing meaningful assistance to our Partner authorities with the Homes for Ukraine scheme. Advisors, have been carrying out safeguarding checks for the guests arriving from Ukraine for Bromsgrove and Redditch during this period.

Enforcement Team

During quarter one of this year, we have been utilising former contact tracing staff with enforcement skills and knowledge to complement our existing service provision and enable us to widen it by assisting Bromsgrove, Malvern Hills, Redditch, and Wychavon Planning Enforcement teams. For Bromsgrove and Redditch, we have been delivering the vast majority of the service delivery deploying a range of investigative and enforcement tools to assist with COVID-backlogs and skills, knowledge and experience shortages. The work is exceptionally varied, ranging from unauthorised changes of use to breaches of permitted development rights and for Redditch and Bromsgrove areas will continue for the rest of the year.

Quarter Two

Information Management and Database Administration

In addition to our normal workload, we worked with Wyre Forest IT to plan and then re-equip our office in keeping with our agile working approach. Most desks now have a simplified and more efficient docking system for laptops, which just requires single cable to connect. This move to mainly using laptops will reduce the duplication of devices and licences we use to reduce costs. We have continued to support the WRS budget with providing support services to Bromsgrove and Redditch Development Control, Worcestershire Trading Standards and Tewkesbury Borough Council's Environmental Health and Licensing teams.

The WRS website is continually developed to support our self-service options and has included accessibility checks. During this last quarter we have been running our annual website review, where our webpage content is reviewed and updated where necessary. This is a key component of our ability to enable self-service and provide appropriate advice and resources with the aim of reducing customer demand on our phone line and email traffic. As you would expect, over the quarter we have taken part in various activities designed to increase the security and resilience of the computer system we use and activity reduce our vulnerability to cyber attacks. These activities include regular updates and patches to our main back office system, record retention and deletion, and cyber security awareness for all staff.

Former COVID Advisors

From the 6th July the remainder of the COVID Advisors joined in the efforts to help assist with the Homes for Ukraine Scheme and support our Partner Authority colleagues. Three part time Advisors assisted with Safeguarding and welfare checks for the scheme in Redditch and Bromsgrove areas and two full time Advisors assisted with property checks for the scheme in Wychavon and Malvern Hills areas. With currently 75 hosts in Bromsgrove, 46 in Redditch, 180 in Wychavon and 140 in Malvern (and with more being added each week) our District colleagues have been under pressure and on a cost recovery basis we have been supporting the work to ensure the impact on wider service delivery has been minimised. The team have enjoyed being able to support the scheme but there have been some complex and challenging cases, which is understandable given the on going situation in Ukraine and the uncertainties for both hosts and visitors.

Dog Warden Service

During the last quarter, the dog warden service has sadly seen more strays being picked up in poor condition and needing more veterinary care. It is likely the cost of living crisis is already having an impact on the ability of the wider public to care for their dogs, as evidenced in the dogs we are seizing. We have picked up numerous welfare dogs, some with broken legs, open wounds, sores, sarcoptic mange, infected ears and eyes and an awful lot with matted fur. It is assumed that the increased cost of veterinary and grooming care with reductions in disposable income means dog owners are struggling financially and can no longer afford to get them the care needed. Wider impacts of the cost of living crisis may also be being seen with an increase in requests for assistance in rehoming/handing over dogs that are no longer wanted due to domestic violence, hardship and owners needing to rehome their dogs in emergency situations where they are having to seek refuge and cannot take their pets with them.

Air Quality

August saw the launch of Defra's air quality grant round for 2022-23. This year finance was distributed in two lots allowing WRS to bid for lot 2 to support our work on air quality for the first time in several years. This is because funding has been previously prioritised to mandated air quality management zones such as Birmingham, Coventry and Manchester. WRS have bid for £276,000 to support its programme of enhanced air quality monitoring. The data harvested will enable the partners to fulfil elements of its commitments in terms of the air quality action planning, enhance its current knowledge around the impact of particulates and provide the building blocks for the development of a network of units that will provide a public information/notification service for poor air quality episodes that are in real time and not dependant on national forecasting or retrospective reporting.

Notwithstanding the above the monitoring will be focused on specific locations for the purpose of enabling behaviour changes to be made. This will provide greater opportunities for the public and businesses to engage with air quality management and focus the attention of all organisations concerned on those areas where additional participation is required to resolve air quality issues.

Officers completed the application at the end of September. The award to successful applicants is expected in April 2023.

September also saw officers commence the process of reviewing the Air Quality Action Plan(2013). An officer group consisting of County Highways, Sustainability and WRS air quality management staff has been assembled to deliver this work. It is anticipated that the development of the new plan will take 12 months to complete and will be themed in accordance with DEFRA's current requirements under the Environment Act 2021.

Contaminated Land

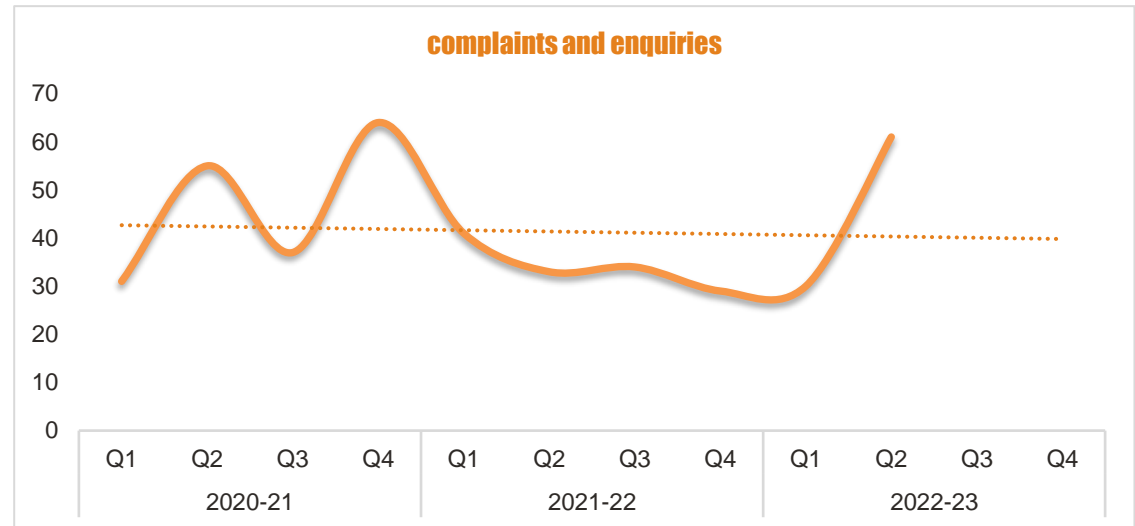
The Environment Agency concluded their investigations on the old fire station/county buildings at Winsor Street, Bromsgrove due to concerns raised by WRS regarding offsite PFAS & PFOA contamination found in a major water aquifer used for drinking water. The Environment Agency have decided that they will not be taking any further action on the site.

Dog Control

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 to date is an increase of 24% compared to 2021-22, but an increase of 21% compared to 2020-21. Approximately 70% of cases related to 'contained' stray dogs; which means that a dog was found and held by, for example, a member of the public. Overall, 67% of contained strays were reunited with their owners, however, figures vary significantly between local authorities.

In general terms, WRS receives a relatively low number of dog control complaints. Based on the 45 complaints recorded, 25 have related to fouling and persistent straying, 12 have related to dangerous dogs, and have related to welfare concerns.



Environmental Permitting

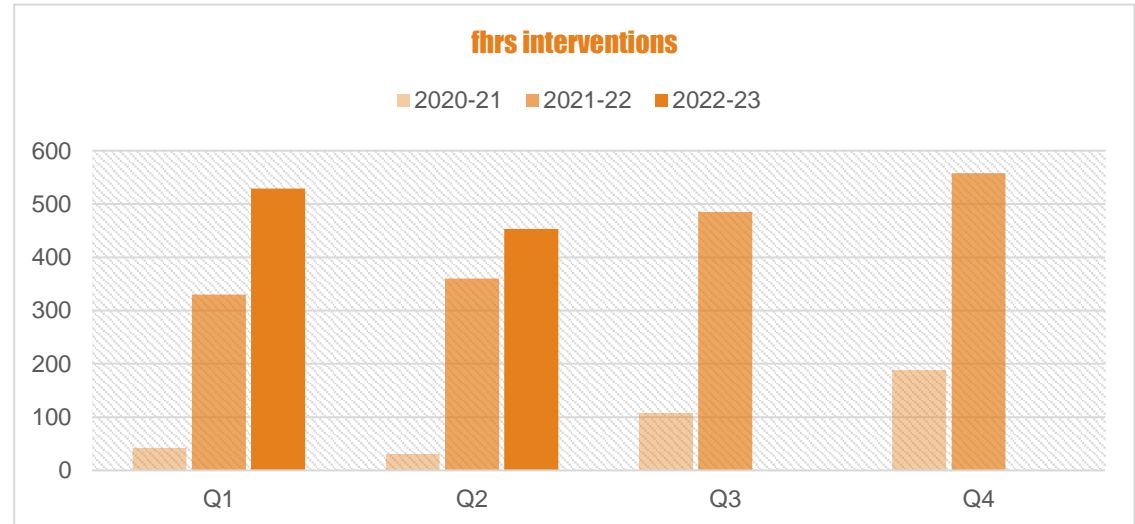
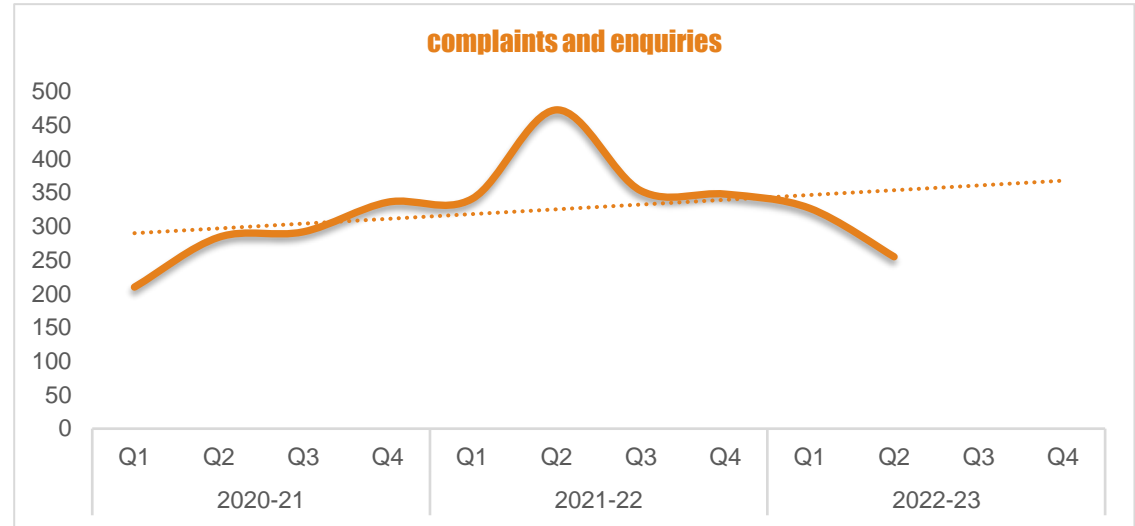
DEFRA presented its new system of delivering Environmental Permitting regulation post Brexit called UK-BAT. The Environment Agency are busy setting up the UK regulatory mechanism that will oversee the development of new emissions standards for England and the devolved administrations (excluding Scotland) and it is likely that Local authority officers will have input into the development of the regime. It is anticipated that WRS will be requested to sit on the technical working groups due to its expertise in regulating ceramic, solvent and non-ferrous metal activities. DEFRA estimate this to be a rolling programme of work and it will take between 10-15 years to complete a full review of all the industry sector's regulation.

Food Safety

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 to date is a reduction of 28% compared to 2021-22, but an increase of 18% compared to 2020-21. 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 278 complaints recorded, 75% have related to issues with products purchased from food businesses, whilst 25% have related to poor hygiene standards and practices.

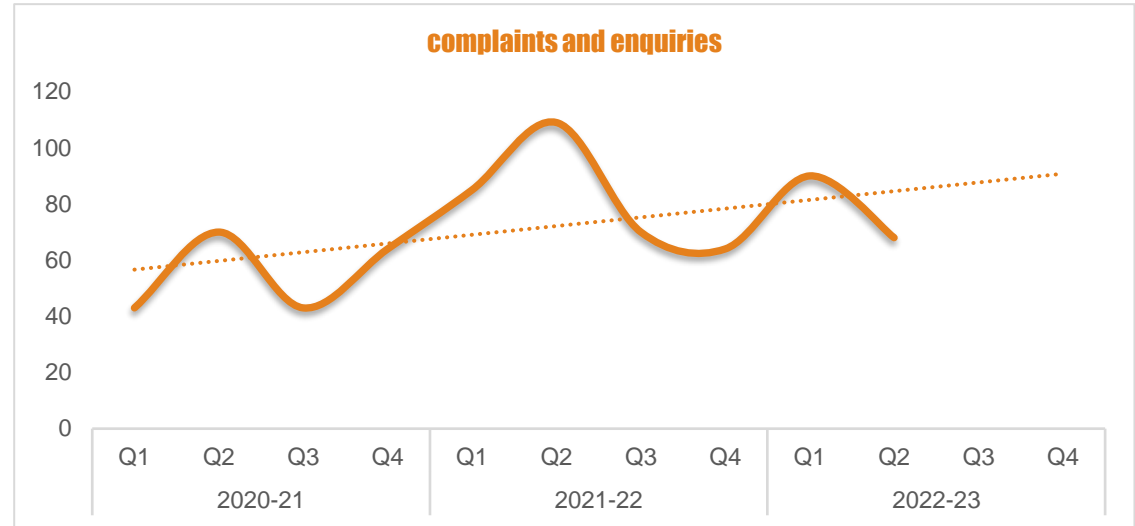
Of the interventions conducted at businesses included in the Food Hygiene Rating Scheme (FHRS), 39 were rated as non-compliant (0, 1 or 2) with most of these ratings issued to takeaways, restaurants, and small retailers.



Health and Safety

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.

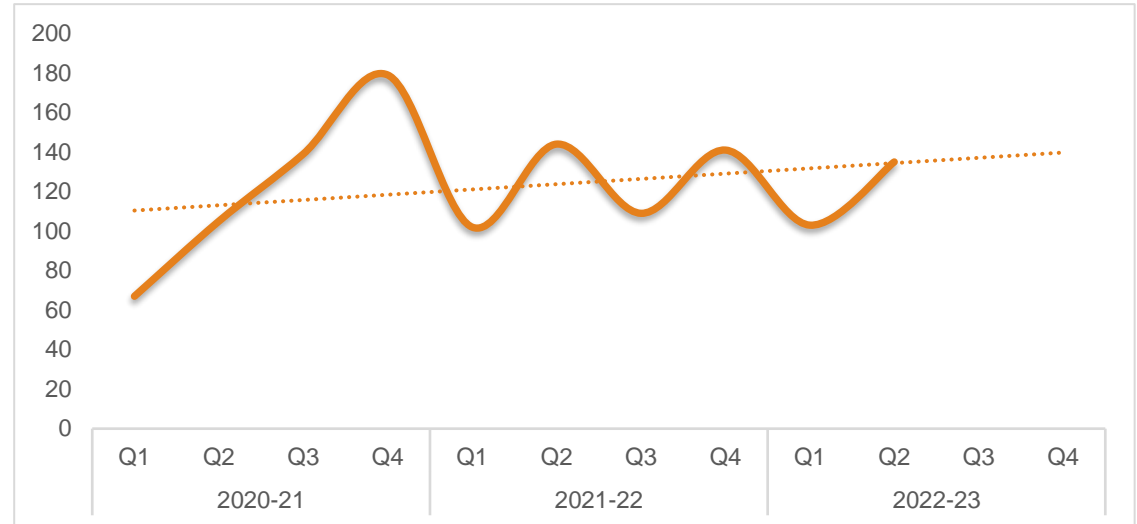
The number of health and safety cases recorded by WRS during the year to date is a reduction of 16% compared to 2021-22, but an increase of 19% compared to 2020-21. Approximately 39% of cases were reports of accidents, with 45% relating to injuries where a worker was incapacitated for more than seven days and 32% relating to injuries to members of the public. The remaining cases were either accidents where major injuries were sustained, dangerous occurrences, and two fatalities. Slips, trips, and falls continues to be the prominent cause of accidents.



Information Requests

The chart (right) shows the number of information requests recorded by WRS over a three year period. Information requests can relate to either the following;

- Environmental Information Requests
- Freedom of Information Requests
- Requests for information under the Data Protection Act 2018 and General Data Protection Regulation (GDPR)



Licensing

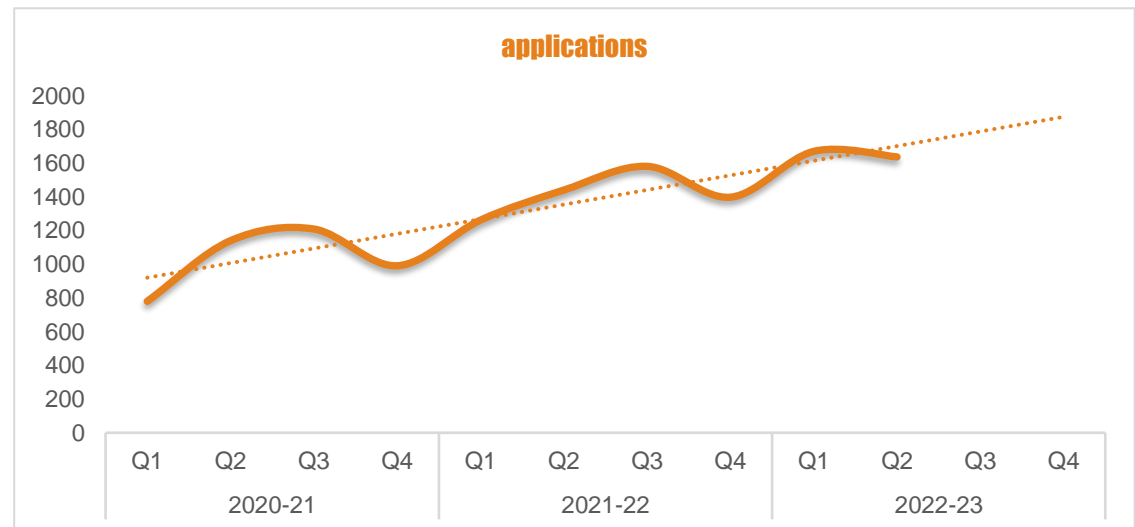
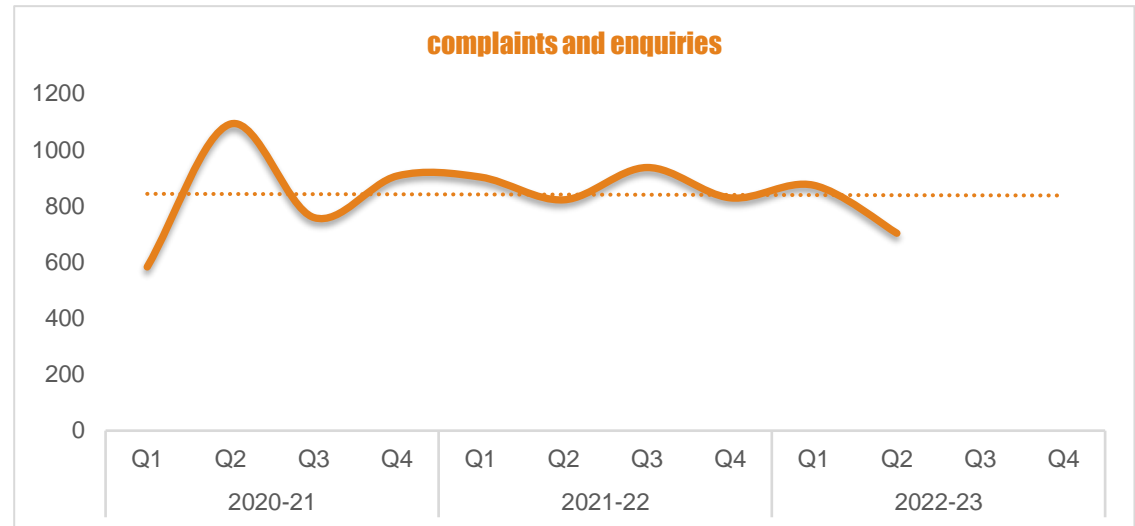
The chart (top right) shows the number complaints and enquiries recorded by WRS over a three year period relating to licensing. The chart (bottom right) shows the number of licensing applications.

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 to date is an increase of 10% compared to 2021-22, but an increase of 36% compared to 2020-21. It should be noted, however, that there were significantly fewer licensing applications recorded two years ago due to COVID restrictions and the closure of many hospitality premises. Approximately 68% of cases have been applications and registrations; with 30% relating to temporary events, 27% relating to private hire or hackney carriage vehicle licences, and 14% 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 292 complaints recorded, 33% have related to taxi licensing, 29% to alcohol licensing, and 20% to animal licensing.



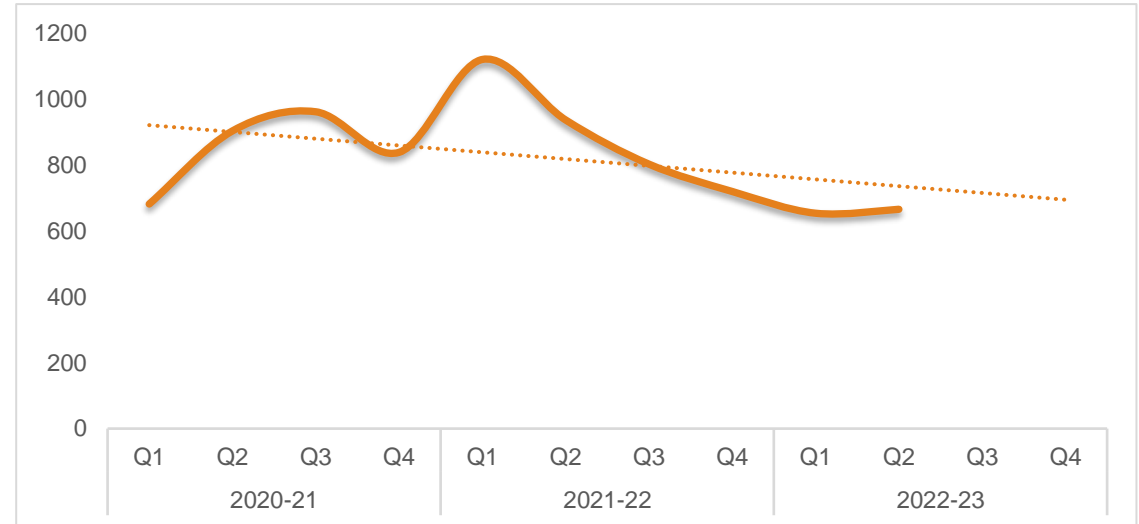
Planning

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

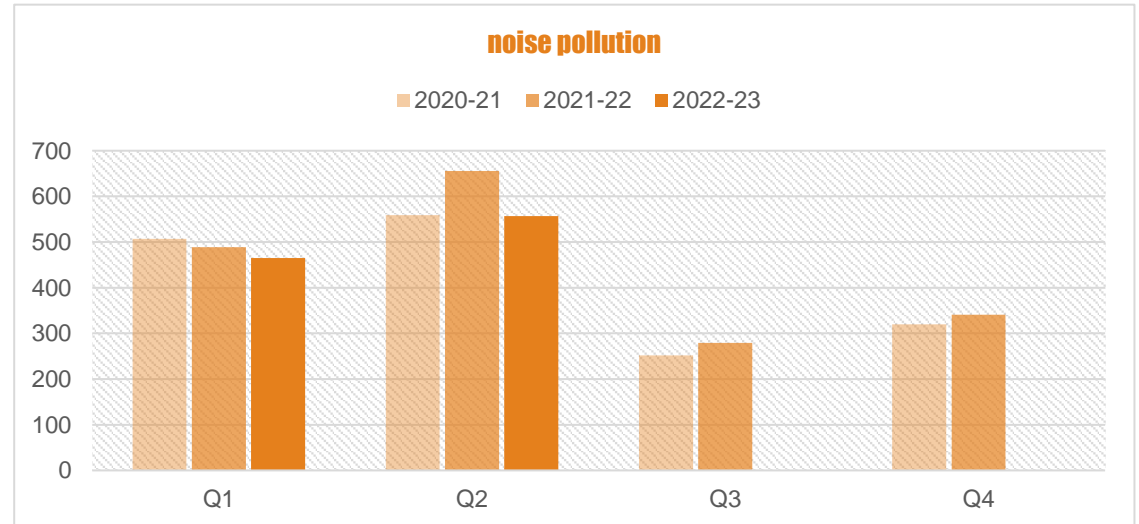
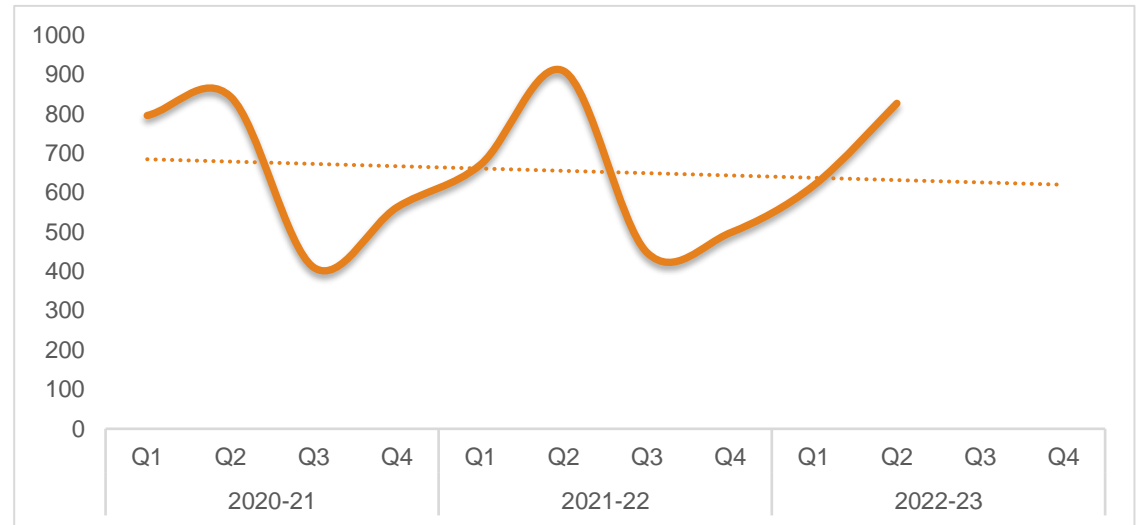
The number of planning enquiries completed by WRS during the year to date is a reduction of 36% compared to 2021-22, but a reduction of 17% compared to 2020-21. Approximately 89% of enquiries have been consultations, whilst 53% have related to contaminated land. Around 17% of enquiries have been completed, on a contractual basis, on behalf of other local authorities.



Pollution

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.

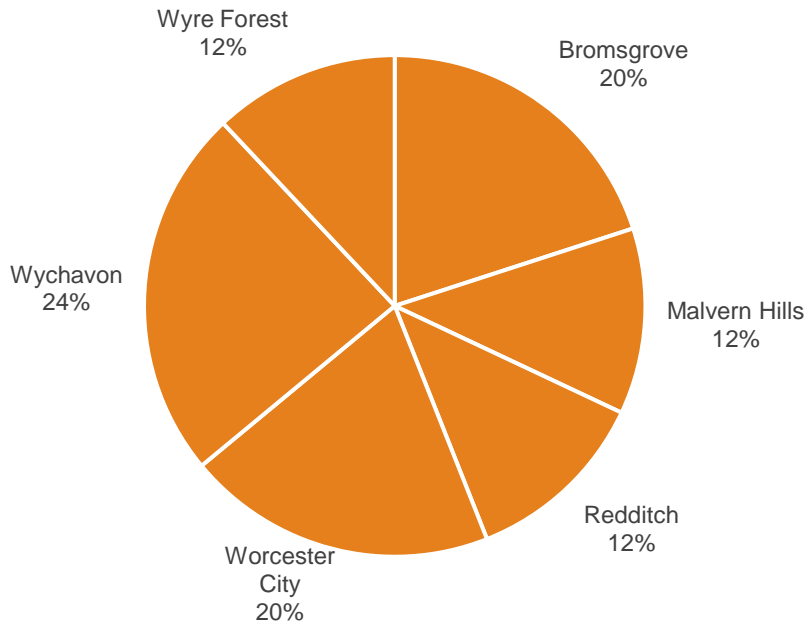
The number of pollution cases recorded by WRS during the year to date is a reduction of 8% compared to 2021-22, but a reduction of 12% compared to 2020-21. It should be noted, however, that the increased number of cases two years ago coincides with COVID-19 restrictions and a greater number of residents being at home. It also should be noted that totals are in line with seasonal variations. Approximately 71% 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.



Noise

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.

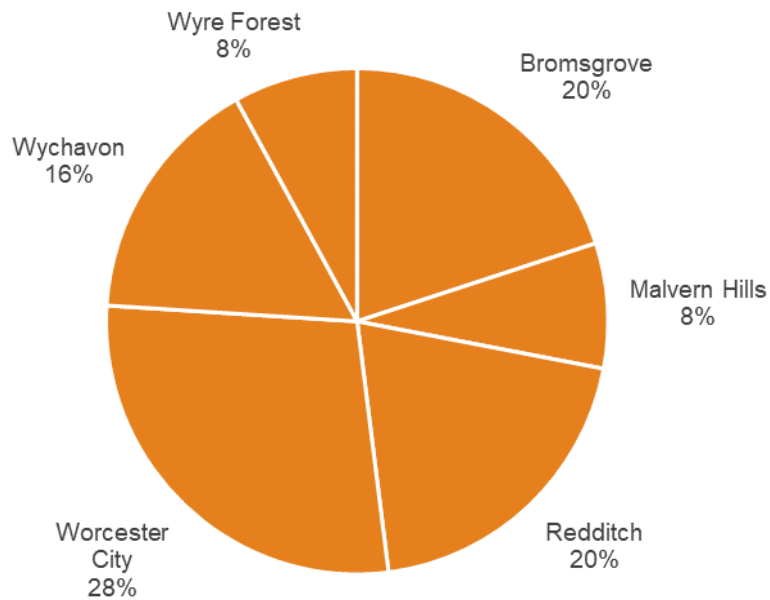


Ward	Total	Population	Rate
Marlbrook	13	2,890	4.50
Perryfields	5	1,501	3.33
Omersley	7	2,420	2.89
Lickhill	7	2,438	2.87
Teme Valley	5	1,964	2.55
Headless Cross And Oakenshaw	21	8,295	2.53
Warndon	14	5,669	2.47
Catshill North	7	2,846	2.46
Lowes Hill	7	2,903	2.41
Church Hill	19	8,062	2.36
Droitwich Central	6	2,621	2.29
Foley Park And Hoobrook	24	10,670	2.25
Arboretum	14	6,233	2.25
Hartlebury	7	3,140	2.23
Rainbow Hill	12	5,511	2.18
Bedwardine	17	8,167	2.08
Morton	5	2,447	2.04
Greenlands	19	9,329	2.04
Offmore And Comberton	19	9,664	1.97
Drakes Broughton	5	2,577	1.94
Alvechurch South	6	3,131	1.92
Cathedral	22	11,763	1.87
Droitwich South West	9	4,969	1.81
Honeybourne And Pebworth	5	2,831	1.77
Link	11	6,438	1.71

Noise (2021-22)

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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.



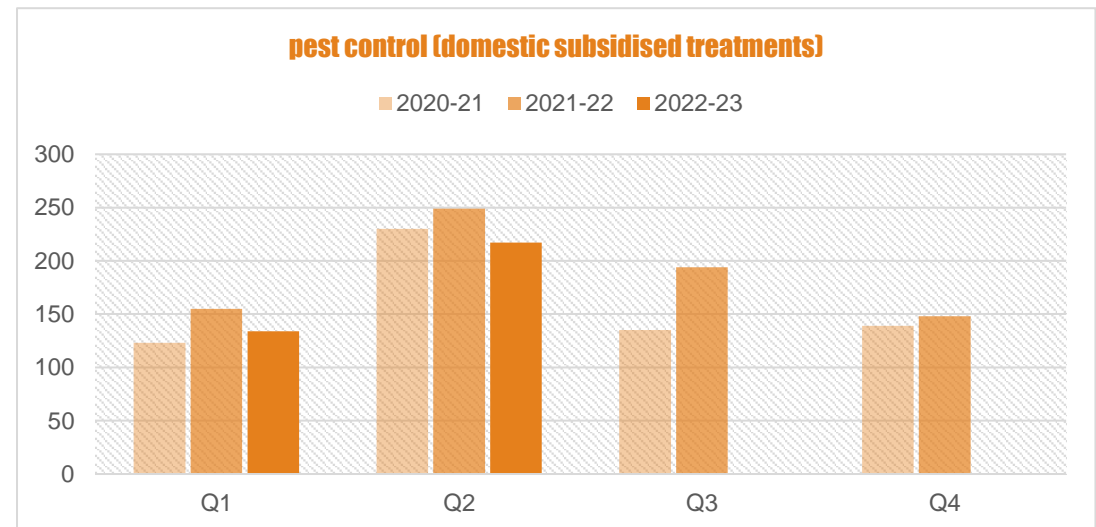
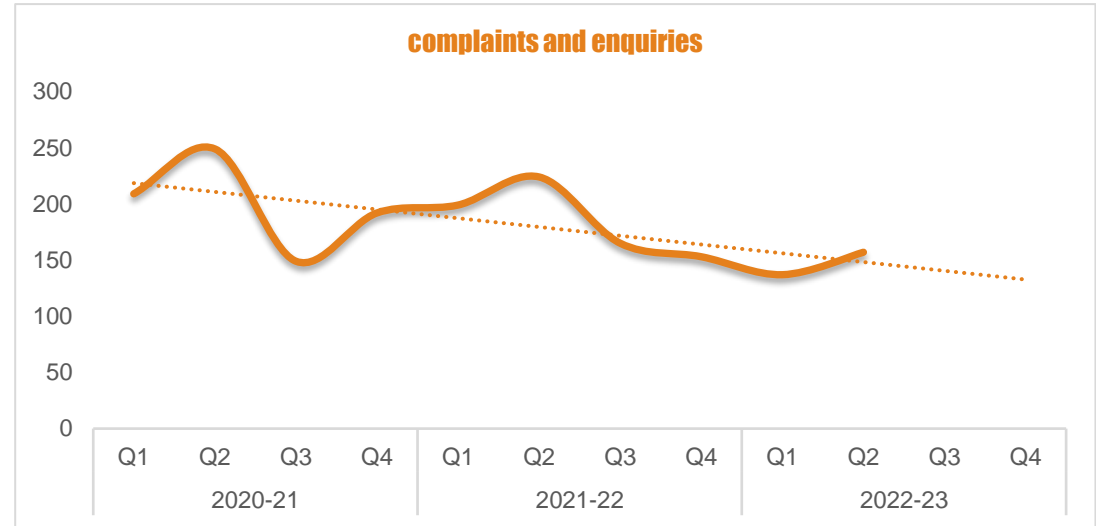
Ward	Total	Population	Rate
Eckington	22	2,669	8.24
Sanders Park	22	3,651	6.03
Norton	20	3,707	5.40
Marlbrook	14	2,890	4.84
Bedwardine	36	8,167	4.41
Harvington And Norton	12	2,756	4.35
Pinvin	13	3,105	4.19
Arboretum	25	6,233	4.01
Batchley And Brockhill	34	8,783	3.87
Rainbow Hill	21	5,511	3.81
Cathedral	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

Public Health

The chart (top right) shows the number of complaints and enquiries recorded by WRS over a three year period relating to public health. Types of cases recorded under this category include accumulations, public burials and pest control. The chart (bottom right) shows the number of subsidised pest control treatments have been carried out by contractors at domestic properties in four Worcestershire Districts (Bromsgrove, Malvern Hills, Redditch and Wychavon). Worcester City and Wyre Forest do not offer a subsidised pest control service.

The number off public health cases recorded by WRS during the year to date is a reduction of 30% compared to 2021-22, but a reduction of 35% compared to 2020-21. Approximately 66% of cases have 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 27% of cases have been complaints relating to accumulations at domestic properties which can also include pest control issues.

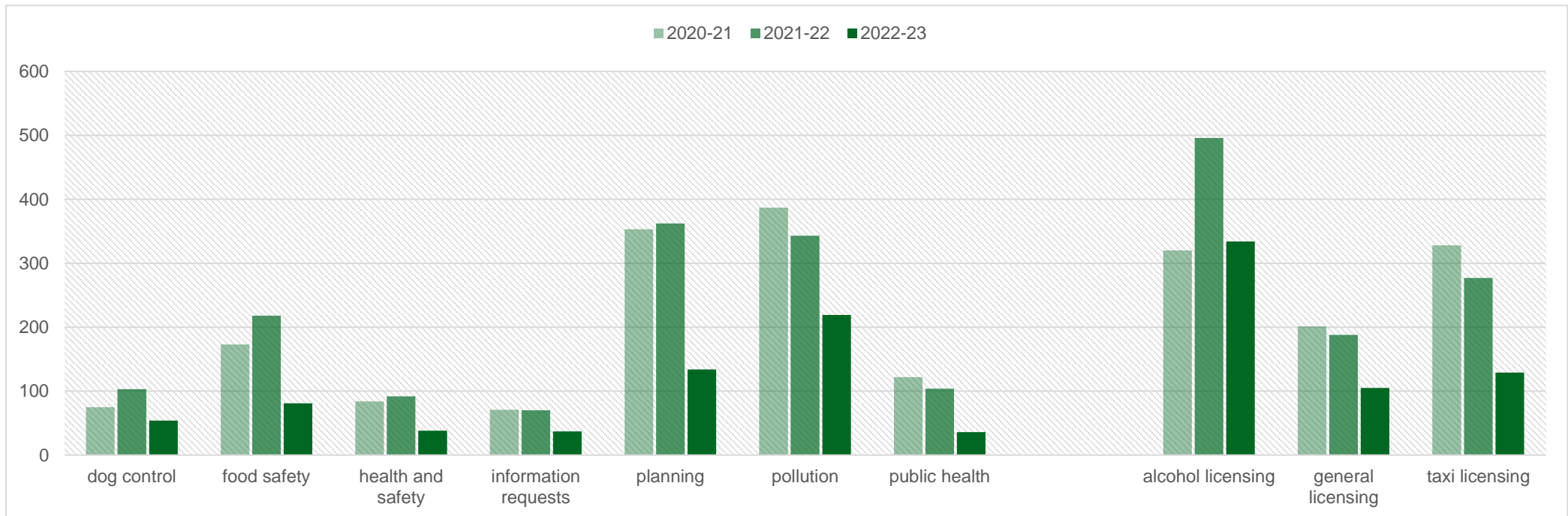
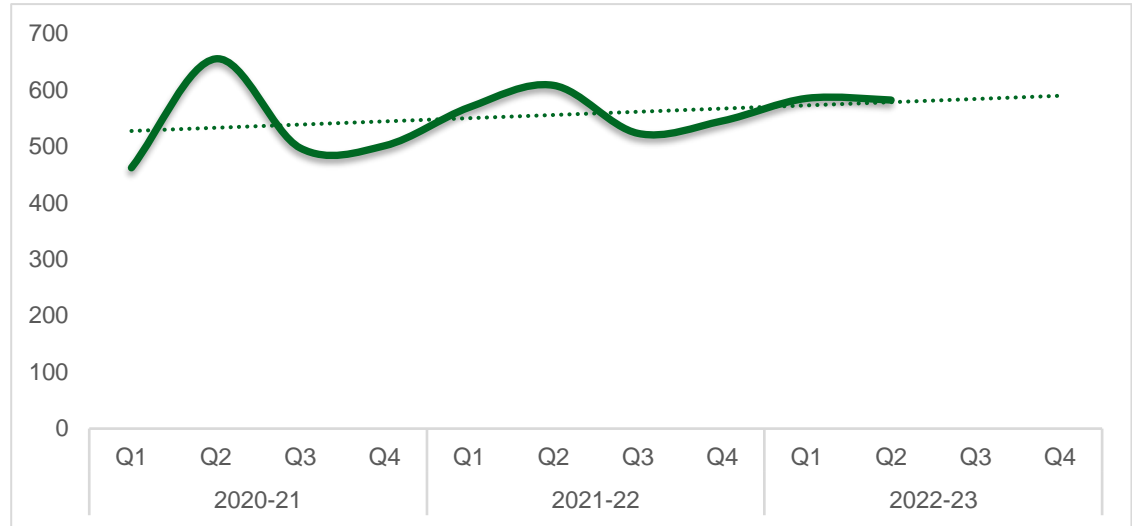
Of the 351 domestic treatments undertaken, approximately 53% have been due to issues with rats, 22% have been due to issues with wasps, and 35% have been due to pests at properties within the Wychavon district.



Bromsgrove

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.

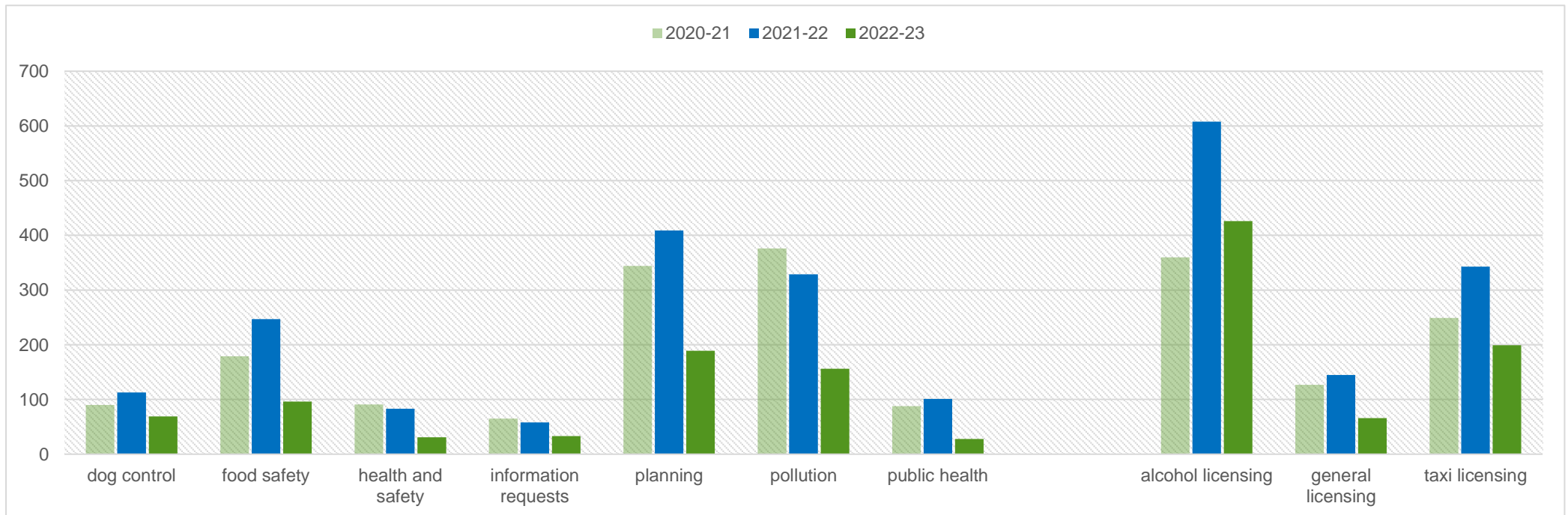
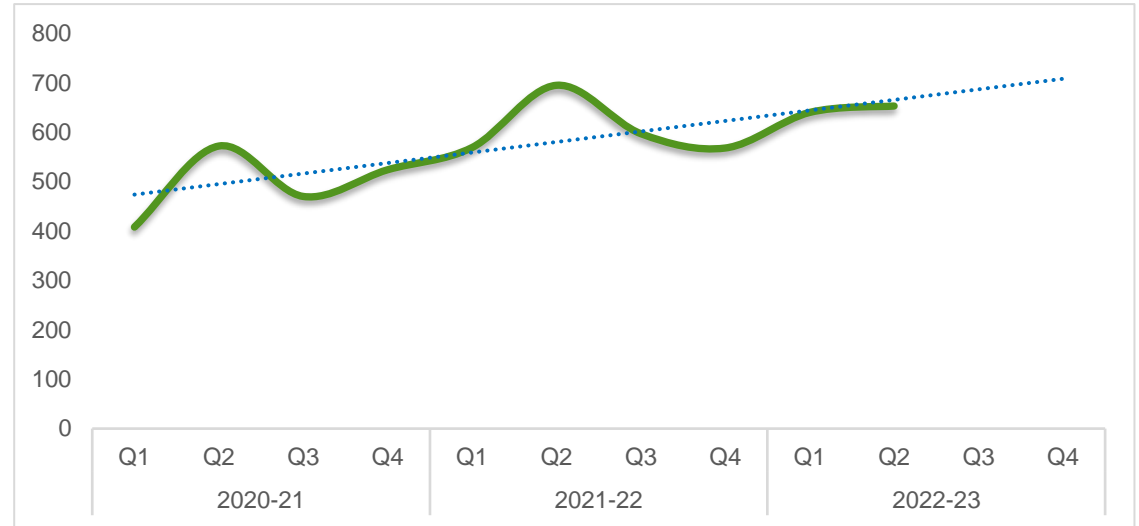
Note: The chart (below) shows the number of cases recorded against each of the main functions undertaken by WRS. The figure for the current year is a cumulative total based on each of the reporting periods. This figure will continue to increase until the end of year report is published.



Malvern Hills

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.

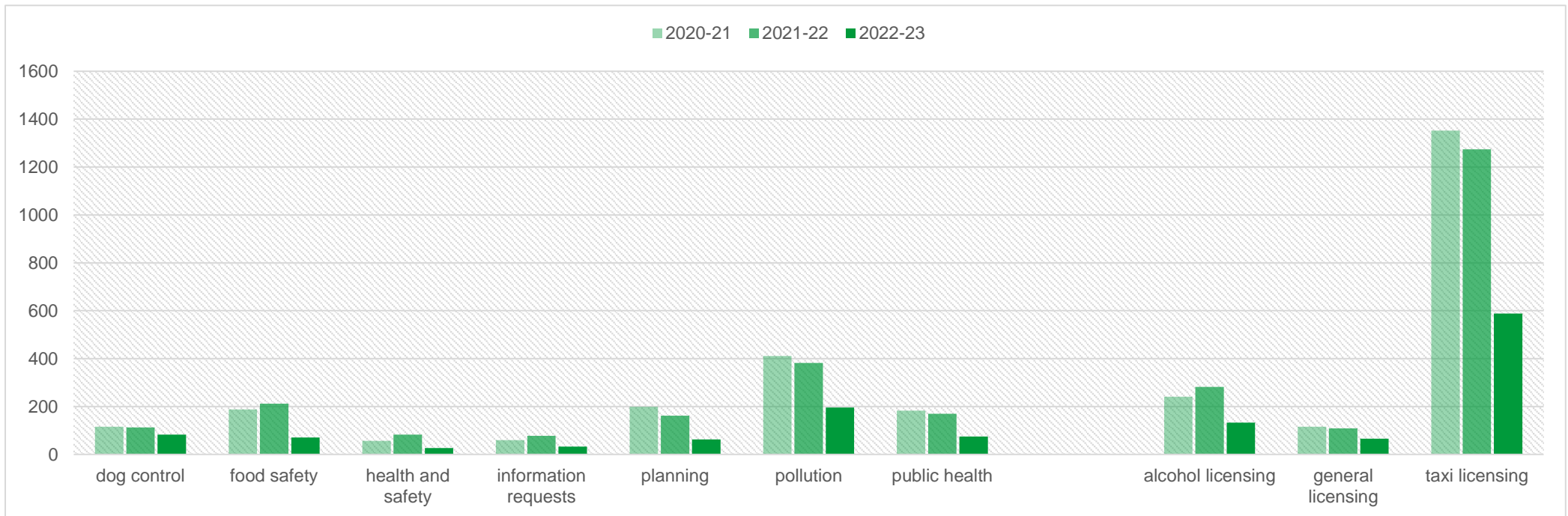
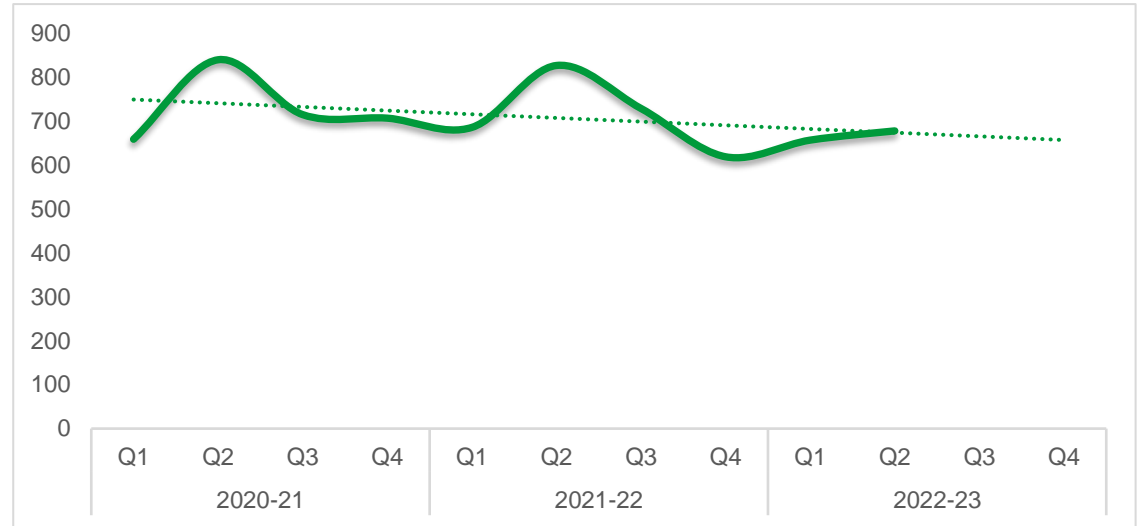
Note: The chart (below) shows the number of cases recorded against each of the main functions undertaken by WRS. The figure for the current year is a cumulative total based on each of the reporting periods. This figure will continue to increase until the end of year report is published.



Redditch

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.

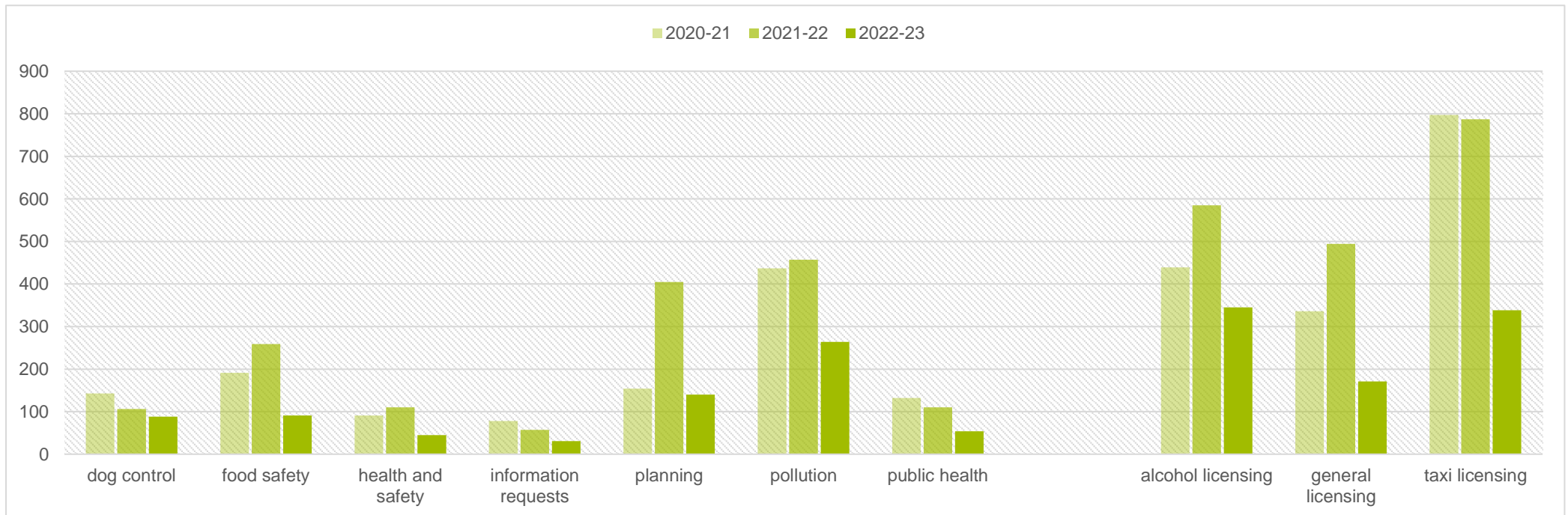
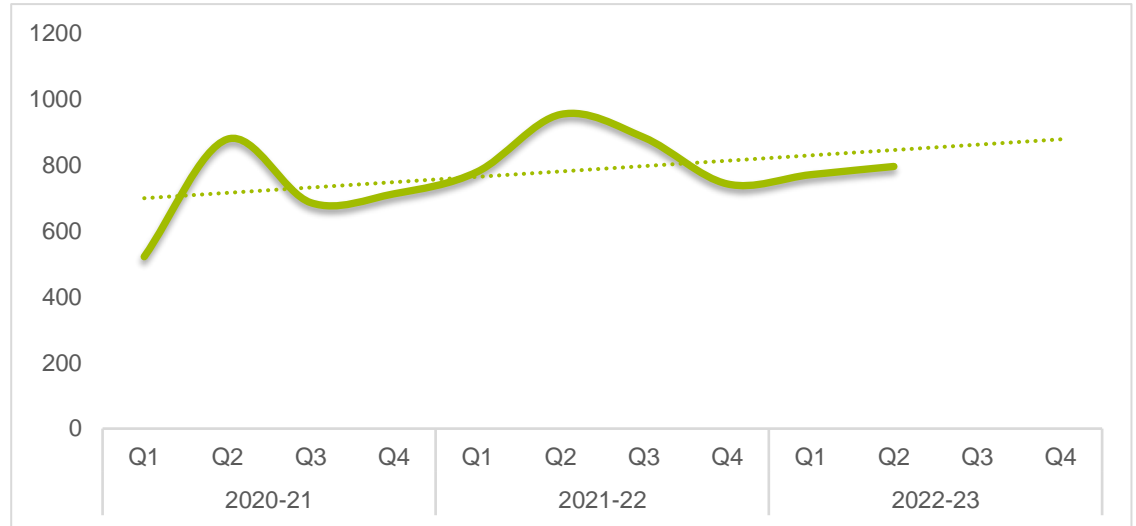
Note: The chart (below) shows the number of cases recorded against each of the main functions undertaken by WRS. The figure for the current year is a cumulative total based on each of the reporting periods. This figure will continue to increase until the end of year report is published.



Worcester City

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.

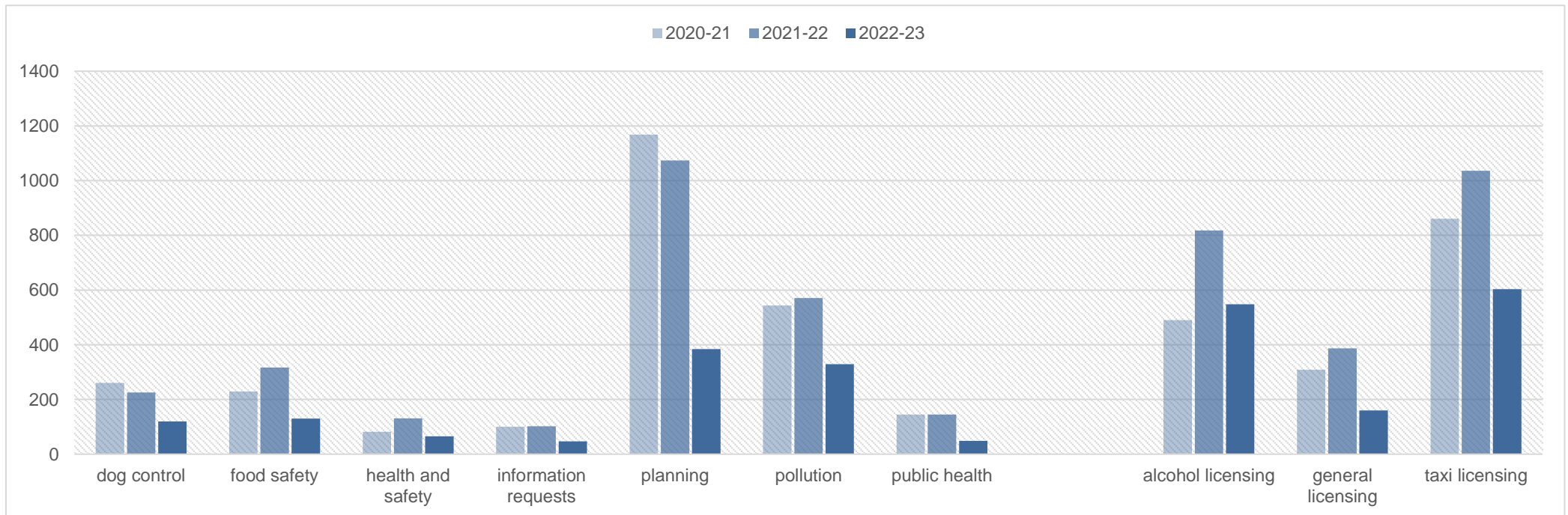
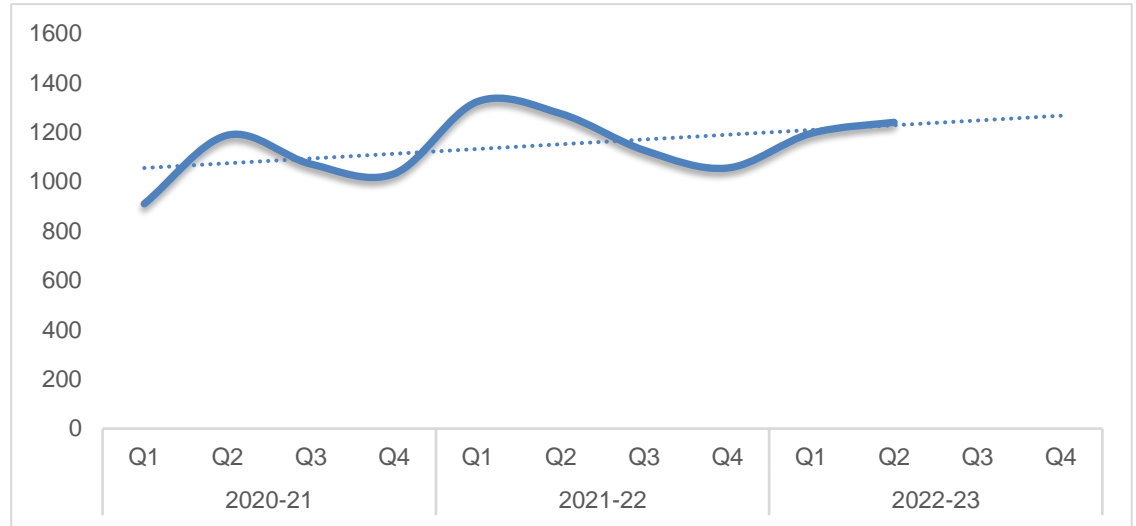
Note: The chart (below) shows the number of cases recorded against each of the main functions undertaken by WRS. The figure for the current year is a cumulative total based on each of the reporting periods. This figure will continue to increase until the end of year report is published.



Wychavon

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.

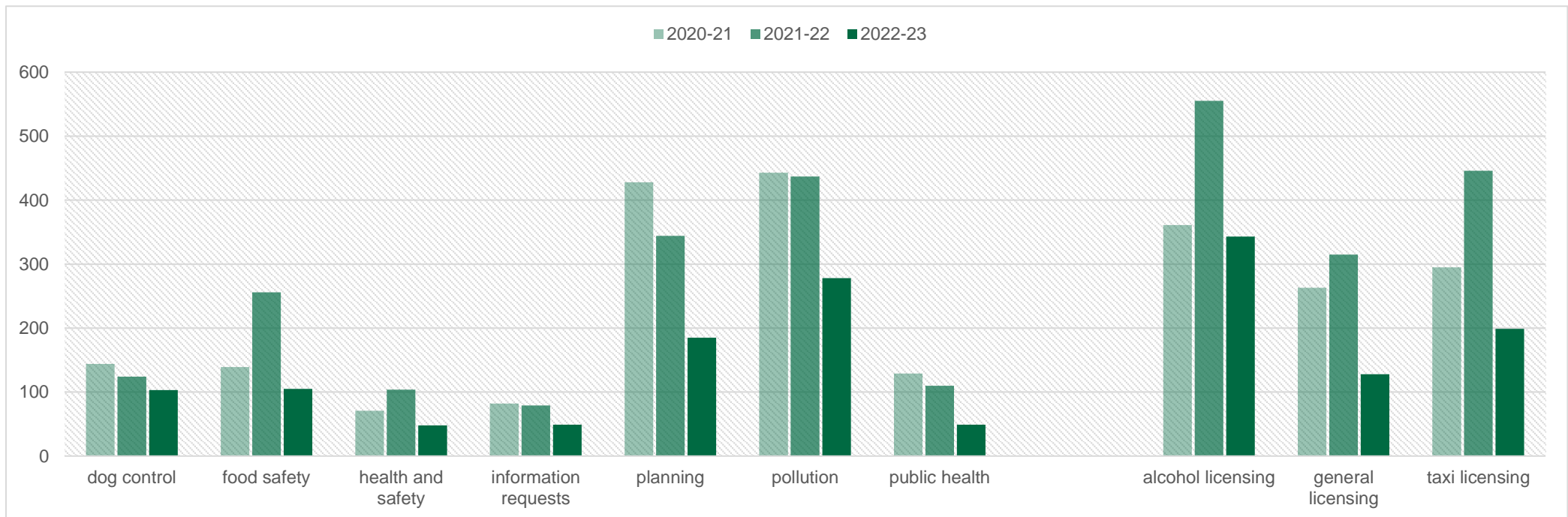
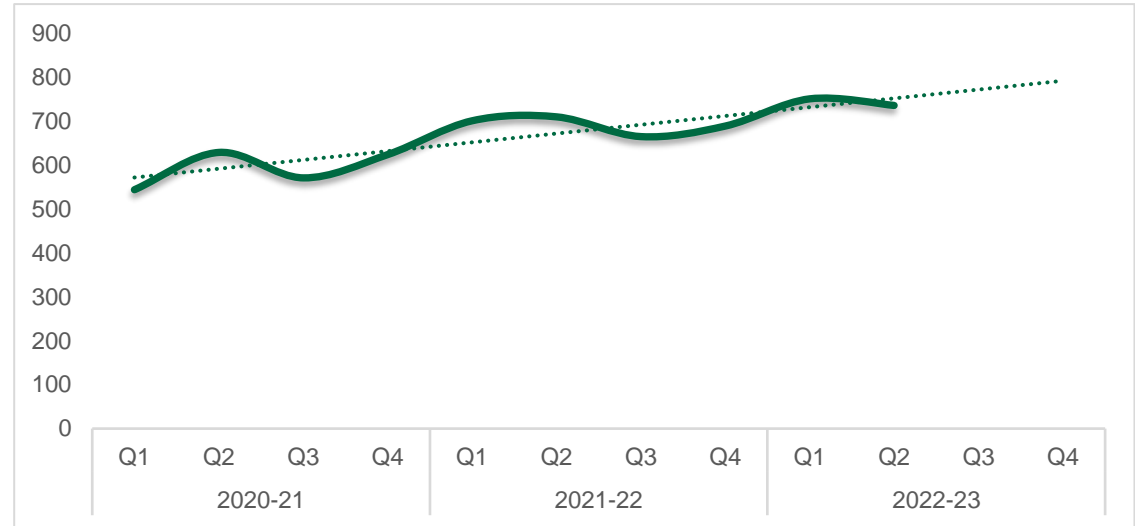
Note: The chart (below) shows the number of cases recorded against each of the main functions undertaken by WRS. The figure for the current year is a cumulative total based on each of the reporting periods. This figure will continue to increase until the end of year report is published.



Wyre Forest

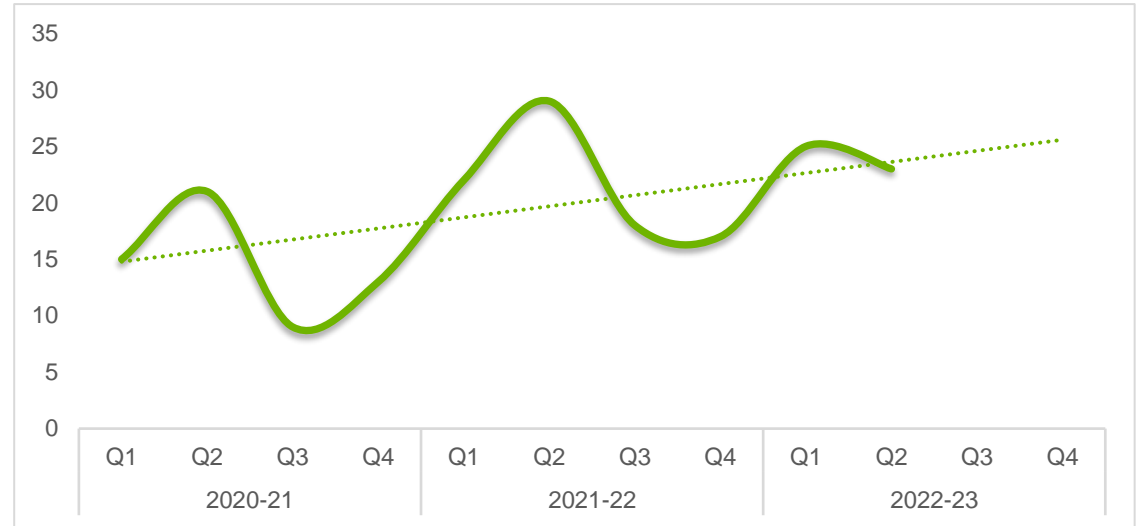
The data on this page relates to Environmental Health and Licensing cases (complaints, enquiries, applications and notifications) where the subject and/or enquirer were located within the Wyre Forest district.

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.



Cheltenham

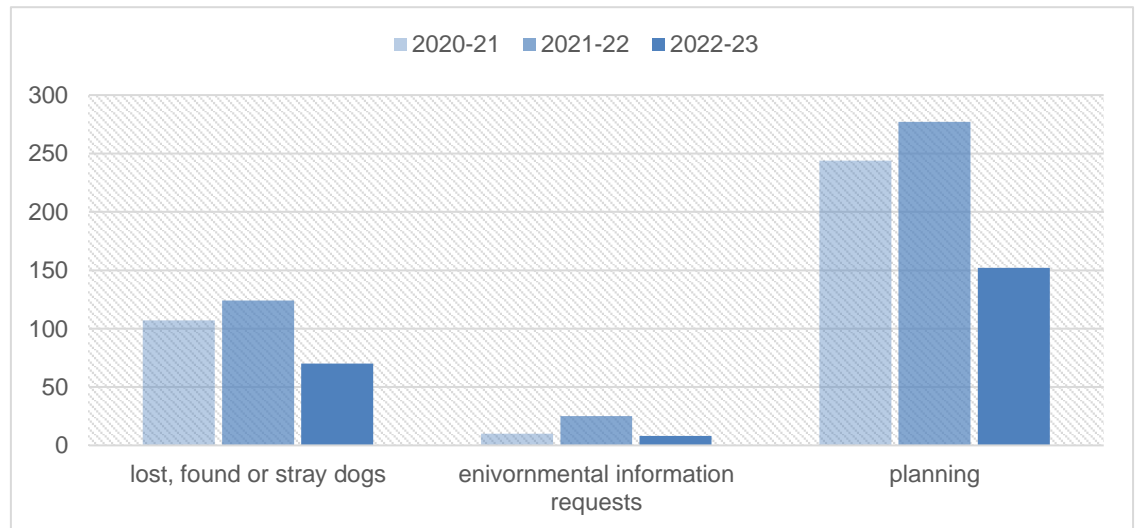
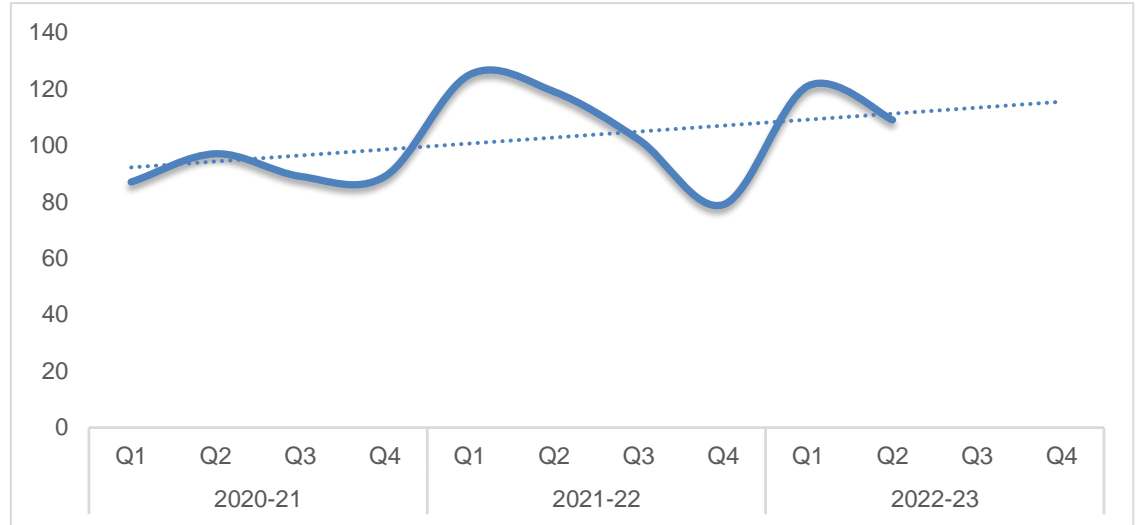
The dog control work undertaken for Cheltenham Borough Council is part of a contract with two other Gloucestershire authorities to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was recently renewed and has been highly successful in reducing 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, however, this is being closely monitored as there have been recent increases in the number of abandoned strays due to the cost of living crisis and post-COVID behaviour changes.



Gloucester City

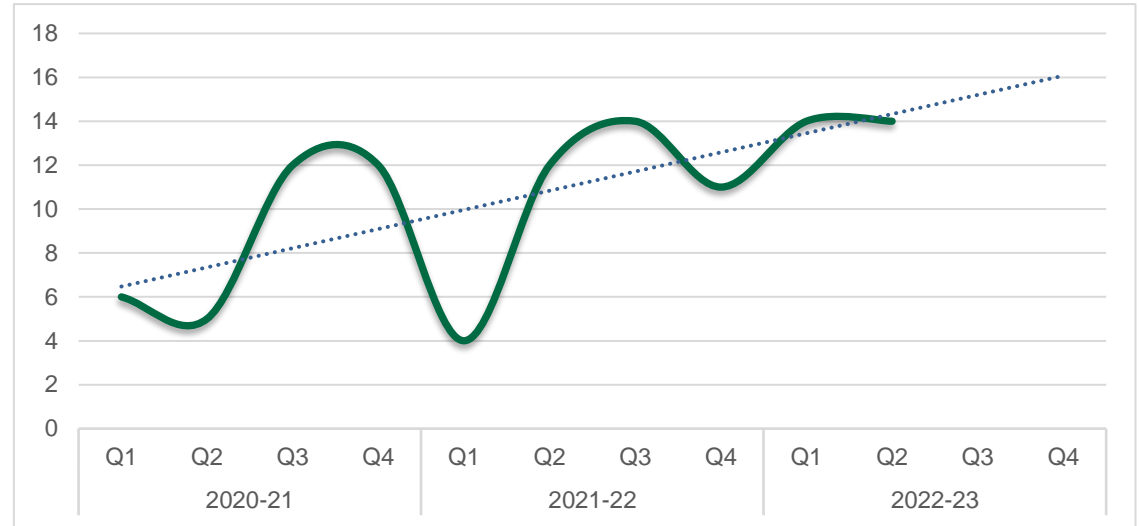
The dog control work undertaken for Gloucester City Council is part of a contract with two other Gloucestershire authorities to deliver the collection, kennelling, returning of dogs to owners and rehoming of stray dog functions. The contract was recently renewed and has been highly successful in reducing 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, however, this is being closely monitored as there have been recent increases in the number of abandoned strays due to the cost of living crisis and post-COVID behaviour changes.

In addition to dog control activity, the service continues to deal with environmental information requests and planning enquiries.



South Gloucestershire

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.



Tewkesbury

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, however, this is being closely monitored as there have been recent increases in the number of abandoned strays due to the cost of living crisis and post-COVID behaviour changes.

In addition to dog control activity, the service continues to deal with planning enquiries.

