

WRS Board

Date: 16th February 2023

Title: Activity and Performance Data Quarter 3 2022/3

Recommendation

That the Board notes the Report and that Members use the contents of the activity data in their own reporting back to fellow members of the partner authorities.

Background

The detail of the report focuses on the third quarter of 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

Numbers of stray dogs appears to be starting to plateau at the end of Q3, but still at significantly higher numbers than either of the previous two years. This is continuing to create pressure on our kennelling contractors and also with the re-homing charities that we work with. Many of you will have seen the recent press coverage about the issues with dog welfare and the sad discovery of a number of dead animals.

Reports of food safety issues remained relatively low during quarter 3. The number of food safety cases recorded by WRS during the year to date represents a reduction of 28% compared to 2021/ 22, but an increase of 7% compared to 2020/ 21 when there were significant covid controls in place. Generally, a high proportion of food safety cases are enquiries, such as requests for business advice or export health certificates.

Based on the 381 complaints recorded, 74% have related to issues with products purchased from food businesses, whilst 26% have related to poor

hygiene standards and practices.

A good number of food interventions were completed during quarter 3, although not quite the numbers achieved in the same period last year. Of the 1,287 interventions conducted at businesses included in the Food Hygiene Rating Scheme (FHRS), 55 were rated as non-compliant (0, 1 or 2) with most of these ratings issued to takeaways, restaurants, and small retailers.

Quarter 3 saw health and safety work remain at anticipated rates. The number of health and safety cases recorded by WRS during the year to date is a reduction of 17% compared to 2021/ 22, but an increase of 14% compared to 2020/ 21. Approximately 41% of cases have been reports of accidents, with 43% relating to injuries where a worker was incapacitated for more than seven days and 31% relating to injuries to members of the public. The remaining cases were either accidents where major injuries were sustained or dangerous occurrences. Sadly, two fatalities are included in these figures. Slips, trips, and falls continues to be the prominent cause of accidents.

In terms of both case numbers and complaints/ enquiries, the workload in licensing during quarter 3 was relatively flat or fell slightly. The number of licensing cases recorded by WRS during the year to date is an increase of 0.6% compared to 2021/ 22, but an increase of 25% 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 29% relating to temporary events, 28% relating to private hire or hackney carriage vehicle licences, and 15% 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 400 complaints recorded, 39% have related to taxi licensing, 26% to alcohol licensing, and 20% to animal licensing.

During quarter 3 remained well below the peak in the summer of 2021. The number of planning enquiries completed by WRS during quarter three is a reduction of 14% compared to the previous quarter, and lower than previous years. Approximately 90% of enquiries were consultations, whilst 45% continued to relate to contaminated land. Just under a quarter of planning enquiries were completed, on a contractual basis, on behalf of other local authorities.

Members will see that the fall in nuisance complaints through quarter 3 mirrors previous seasonal patterns, although there was a small up-tick in the run up to Christmas, but too small to impact the overall trend. The number of pollution cases recorded by WRS during the year to date is a reduction of 11% compared to 2021/ 22, but a reduction of 12% compared to 2020/ 21. Again, it needs to be noted that the increased number of cases two years ago coincides with COVID 19 restrictions and a greater number

of residents being at home. Approximately 71% of cases related to noise nuisances, with noise from domestic properties (e.g., dog barking or noise from audio visual equipment) the most prominent sources. A further 11% of cases related to smoke nuisances.

The number of public health cases recorded by WRS during the year to date is a reduction of 34% compared to 2021/22, but a reduction of 37% compared to 2020/21. Approximately 65% 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 23% of cases have been complaints relating to accumulations at domestic properties which can also include pest control issues.

Of the 548 domestic treatments undertaken, approximately 58% have been due to issues with rats, 17% have been due to issues with wasps, and 34% have been due to pests at properties within the Wychavon district.

Performance

Quarter 3 is another more limited reporting period. The non-business customer measure at 57.9%, has improved slightly but remains below where we want it to be. This probably reflects the reduced demand for nuisance work during the period, improving the service's ability to respond in a timely fashion. Having reviewed the data, the speed of addressing the issue and whether the overall outcome meets expectations still need improvement. The latter may need clear conversations at the beginning of the process as to the potential likelihood of being able to achieve the change someone wants to see. Numbers who felt better equipped to deal with future issues was also up slightly at 54.9%.

It should also be noted that we have again been trialing alternative electronic means for getting satisfaction survey data, and as with previous attempt this has led to a drop in the number of responses. Our experience previously is that this tends to lead to lower reported satisfaction as those dissatisfied seem more likely to respond by whatever means.

Business customer satisfaction remains good at 98.2%.

Overall numbers of compliant and non-compliant food businesses were at 98.2% and 1.8% respectively. This remains good and on a par with previous years.

The ratio of compliments to complaints remains good at 72 to 24. The low rate of responses mentioned above has clearly had some impact on compliment numbers as often these were picked up in the positive responses in the satisfaction surveys. Hence, the ratio of compliments to complaints is currently nearer to 3:1 than nearer to 4 to 1.

Staff sickness has increased from 1.79 days per FTE to 2.44 days per FTE cumulative for the year. This is half a day per FTE less than the same point last year (2.94). The current levels are still higher than the previous year to that (1.65,) but lower than the figures for 2019/20 (3.82,) and 2018/19 (3.26) at the same point in the year.

Contact Points

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Background Papers

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

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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	54.1	57.9	
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	98.7	98.6	98.2	
3. % businesses broadly compliant at first assessment/ inspection	Annually	98.4	Bromsgrove 99.2% Malvern Hills 97.9% Redditch 97.0% Worcester City 98.9% Wychavon 97.6% Wyre Forest 98.4% Worcestershire 98.2%	98.2	
4. % of food businesses scoring 0,1 or 2 at 1 st April each year	Annually	1.6	Bromsgrove 0.8% Malvern Hills 2.1% Redditch 3.0% Worcester City 1.1% Wychavon 2.4% Wyre Forest 1.6% Worcestershire 1.8%	1.8	
5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly	NA	98%	NA	
6 % of vehicles found to be defective whilst in service Number of vehicles found to be defective by district and the percentage this represents of the	6-monthly	NA	37 = 2.37% of 1562 vehicles on the road county-wide BDC 3 MHDC 1 RBC 25 WC 2	NA	

	fleet county-wide			WDC 1 WFDC 4		
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	45.9	54.9	
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	8/23	19/37	24/72	
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	0.90 days per FTE	1.79 date per FTE	2.44 days per FTE	
10	% of staff who enjoy working for WRS	Annually	NA	NA	NA	
11	% of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	NA	Bromsgrove 2.2% Malvern Hills 1.3% Redditch 1.3% Worcester City 2.8% Wychavon 3.8% Wyre Forest 3.5% Worcestershire 2.7%	NA	
12	Rate of noise complaint per 1000 head of population	6-monthly	NA	Bromsgrove 0.97 Malvern Hills 0.76 Redditch 0.91 Worcester City 1.14 Wychavon 0.69 Wyre Forest 1.04 Worcestershire 0.91	NA	
13	Total income expressed as a % of district base revenue	6-monthly	NA	£232,520, which is 7.7% as a proportion of the 2016/17 revenue budget figure (£3,017,000)	NA	

budget (16/17)					
14 Cost of regulatory services per head of population (Calculation will offset income against revenue budget)	Annually	NA	NA	NA	