



WRS Board
Date: 5th October 2023

Title: Activity and Performance Data Quarter 1 2023/24

Recommendation	<p>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.</p>
Background	<p>The detail of the report focuses on the first quarter of 2023/24, but the actual data allows comparison with previous quarters and previous years.</p>
Contribution to Priorities	<p>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.</p>
Report	<p>Activity Data</p> <p>Compared with the previous 2 years, the number of food safety cases recorded during quarter fell by 33% and 30% respectively for 2021-22, and 2022-23. Most food safety cases are enquiries such as requests for business advice or requests for export health certificates. Based on the 107 actual complaints recorded during quarter one, 68% related to issues with products purchased from food businesses, whilst 32% related to poor hygiene standards or practices.</p> <p>Of the 370 interventions conducted at businesses included in the Food Hygiene Rating Scheme (FHRS) during quarter one, 11 were rated as non-compliant (0, 1 or 2). Over half these ratings were issued to the hospitality sector (i.e., pubs, clubs, or takeaways.)</p> <p>Despite the increase in numbers of accidents between Q4 last and Q1, the number of health and safety at work cases recorded during quarter one (accidents, complaints and enquiries is 29% lower than the same period in both 2021-22 and 2022-23. Approximately 49% of cases were reports of accidents, with 72% of accidents relating to injuries where a worker was incapacitated for more than seven days or injuries to members of the public.</p>

As ever, slips, trips, and falls continue to be the most prominent causes of accidents.

Stray or lost dogs recorded by WRS during quarter one shows a significant increase compared to the same periods in both 2021-22 and 2022-23 (50%/24% respectively). Officers have been suggesting this would happen for some time, with a combination of post-pandemic returns to work combined with the cost-of-living pressures meaning keeping a dog is much harder for households compared with 2 years ago. Approximately 89% of reported cases related to stray or lost dogs, with 67% of cases relating to "contained strays" (meaning dogs were found and held by a member of the public). Overall, 65% of strays were reunited with their owners, however, figures vary significantly between local authorities.

WRS receives very few dog control complaints a relatively low number of dog control complaints. Based on the 21 recorded, 9 related to dog fouling and persistent straying, 8 related to dangerous dogs, and 4 related to welfare concerns. Dangerous dog matters and general welfare issues outside of straying are usually referred to the relevant agencies including West Mercia Police.

The seasonal increase in applications occurred in Q1, as a significant number of hospitality businesses apply for Temporary Events during the summer months. Figures would suggest that this year's figures probably represent a balancing position, with businesses looking for fewer events than last year but still more than the year before as we came out of the pandemic with an increase of 8% compared to 2021-22, but a reduction of 10% compared to 2022-23. Around 68% of cases logged were applications and registrations; with 30% relating specifically to temporary events, 27% relating to private hire /hackney carriage vehicles, and 14% relating to driver licences.

Beyond applications and registration, the service receives many more enquiries about licensing matters than complaints about licensed or unlicensed activity. Based on the 173 complaints recorded, 41% related to taxi licensing, 32% to alcohol licensing, and 17% to animal licensing.

It appears that the fall in requests for planning support has finally ceased and is beginning to pick up again. The number of planning enquiries completed during quarter one still lower than the same period in 2021-22 by 32%, however the figure represents an increase of 14% compared to 2022-23. The vast majority of enquiries (92%,) relate to consultations, with 45% asking about contaminated land. Around 20% of enquiries were completed, on a contractual basis, on behalf of local authorities outside of the County.

Pollution cases followed their usual trend as members will see from the graph, with increasing numbers as we moved from Spring and into Summer. However, in terms of numbers, quarter one showed a reduction of 16% compared to 2021-22, and a reduction of 9% compared to 2022-23. Whilst numbers are slightly lower, public expectations around what can be done remain high and challenging.

Approximately 76% of the cases recorded related to noise nuisances, with noise from domestic properties like dog barking or noise from audio-visual equipment being the most prominent sources. Around 11% of reported cases related to smoke nuisances such as the burning of domestic or commercial waste.

Performance

As always, reporting against the suite of indicators is more limited for the first quarter. The non-business customer measure at 69.3% is up compared with 55.6% at this time last year and 59.2% figure at year-end last year but slightly below the 71% figure at the end of Q1 in 2021/2. Speed of response, the time taken to deal with the issue and the overall outcome remain things to improve, although the latter may relate to people's expectations being beyond what the law can deliver. The proportion of people who felt better equipped going forward at 68.8% is significantly better than the 46.7% at this time last year and almost the same as the 69% at the same point 2 years ago. Satisfaction for business customers remains good at 97%.

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

Compliments outnumber complaints significantly, with the figure currently 34 to 4.

Staff sickness is at 0.76 days per FTE, which is slightly below the previous 2 year's figures for this period (0.9, 0.87) and below the 0.85 days per FTE from the same period in 2019, pre-pandemic. This is therefore in the normal range for the period or slightly better.

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 2023/24

Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	69.3			
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	97			
3. % businesses broadly compliant at first assessment/ inspection	Annually	98.4	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest Worcestershire		Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest Worcestershire
4. % of food businesses scoring 0,1 or 2 at 1 st April each year	Annually	1.6	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest Worcestershire		Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest Worcestershire
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	6-monthly	NA		NA	

	represents of the fleet county-wide					
7	% of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	68.8			
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	4/34			
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	0.76 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 Malvern Hills Redditch Worcester City Wychavon Wyre Forest Worcestershire	NA	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest Worcestershire
12	Rate of noise complaint per 1000 head of population	6-monthly	NA	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest Worcestershire	NA	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest Worcestershire
13	Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA		NA	

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