



**WRS Board**  
**Date: 29<sup>th</sup> February 2024**

**Title: Activity and Performance Data Quarter 3 2023/4**

<b>Recommendation</b>	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.
<b>Background</b>	The detail of the report focuses on the third quarter of 2023/24, but the actual data allows comparison with previous quarters and previous years.
<b>Contribution to Priorities</b>	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.
<b>Report</b>	<p><b>Activity Data</b></p> <p>The number of dog control cases recorded by WRS during the year to date is 37% higher than in 2021-22, but only 12% above 2022-23 levels. Approximately 89% of cases have related to stray or lost dogs, with most of these cases relating to "contained strays" (dogs found and held by members of the public). Overall, 61% of strays have been reunited with their owners, however, figures vary significantly between local authorities. Stray dogs levels reported across Worcestershire are higher now than pre-pandemic levels and a greater number of stray dogs are picked up with welfare concerns.</p> <p>WRS receives a relatively low number of dog control complaints. Of the 56 complaints recorded during the year to date, 30 have related to dog fouling and persistent straying, 13 have related to dangerous dogs, and 11 have related to welfare.</p> <p>The number of food safety cases recorded by WRS during the year to date is 33% lower than in 2021-22, but only 8% lower than 2022-23. Many of the food safety cases logged are enquiries such as requests for business advice or requests for export health certificates. Of the 330 food complaints</p>



recorded so far this year, 70% have related to issues with products such as poor quality or the presence of foreign objects, whilst 30% have related to poor hygiene standards or practices.

Of the 1,120 interventions conducted at businesses included in the Food Hygiene Rating Scheme (FHRS) during the year to date, 37 have been rated as non-compliant (0, 1 or 2). Approximately three quarters of these ratings were issued to takeaways, restaurants, or pubs.

Quarter 3 saw health and safety work generally following trends. The number of health and safety at work cases recorded by WRS during the year to date is 30% lower than 2021-22, but only 16% lower than 2022-23. Approximately 47% of cases have been reports of accidents, with most of these cases relating to injuries where a worker was incapacitated for more than seven days or injuries to members of the public. Slips, trips, and falls (whether on the same level or from height) continue to be the most prominent cause of accidents occurring in workplaces. Investigation work on a number of serious accidents remains on-going.

Licensing application numbers during Q3 appeared to remain on trend, whereas there was another slight increase in complaints and enquiries. The number of licensing cases recorded by WRS during the year to date is 6% lower than 2021-22, but 4% higher than 2022-23. Approximately 66% of cases have been applications and registrations; with 28% of these cases relating to private hire licences and 26% relating to temporary events.

As with food, WRS receives a higher number of enquiries about licensing matters than complaints about licensed activity or unlicensed operators. Based on the 473 actual complaints recorded during the year to date, 219 have related to taxi licensing, 126 have related to alcohol licensing, and 91 have related to animal licensing (such as unlicensed dog breeding).

The number of planning enquiries completed by WRS during the year to date is 24% lower than 2021-22, but 8% higher than in 2022-23. Approximately 93% of enquiries have been requests for support with consultations, with 47% of these relating to contaminated land. Around 14% of enquiries were completed on a contractual basis for local authorities outside of the county.

Members will see that the fall in nuisance complaints through quarter 3 mirrors previous seasonal patterns. The number of pollution cases recorded during the year to date is 20% lower than 2021-22, and 10% lower than 2022-23. It should be noted, however, that case totals are broadly in line with seasonal variations. Approximately 73% of cases have related to noise nuisances, with noise from domestic properties such as noise from barking dogs or noise from audio-visual equipment the most prominent sources. A further 12% of cases have related to nuisances caused by smoke, fumes, and gases such as the burning of domestic waste or dust from construction sites.

The number of public health cases (i.e., accumulations, pests, public burials and similar,) recorded during the year to date is 30% lower than 2021-22, but 7% higher than 2022-23. Approximately 60% of cases have related to pest control, such as enquiries about domestic treatments, enquires about sewer



baiting, or complaints about pest control issues caused by the actions of neighbouring residents or businesses. A further 24% of cases have been complaints relating to accumulations at domestic properties which can also include pest control issues.

Of the 627 domestic treatments undertaken during the year to date, approximately 46% have been due to issues with rats, 26% have been due to issues with wasps, and 8% have been due to issues with bed bugs. Approximately 64% of treatments have taken place at properties in the Redditch or Wychavon districts.

## Performance

Quarter 3 is another more limited reporting period. The non-business customer measure at 60.7%, is slightly lower than at the same point in 2021/2 (62.5%,) but higher than the same point last year (57.9%.) 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 at 55.7% is slightly higher than at the same point in the previous 2-years.

Business customer satisfaction has fallen again this quarter to 92%. Team Managers have been asked to investigate this as there is no obvious reason for this beyond, we have had a number of disputed food hygiene ratings.

Overall numbers of compliant and non-compliant food businesses were at 98.5% and 1.5% respectively. This remains good and on a par with previous years.

The ratio of compliments to complaints remains good at 77 to 19.

Staff sickness has increased from 1.42 days per FTE to 1.89 days per FTE cumulative for the year. This is less than the level at the same point in the previous 2-years (2.44, 2.94), but slightly above the level in the previous year to that (1.65.) Sickness remains well below pre-pandemic levels with 2019/20 having 3.82, and 2018/19 having 3.26 days per FTE 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



## Appendix B: Performance indicator table

Table of Pls 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	64.4	60.7	
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	97	94.5	92.0	
3. % businesses broadly compliant at first assessment/ inspection	Annually	98.4	Bromsgrove 99.3 Malvern Hills 98.6 Redditch 98.3 Worcester City 99.5 Wychavon 98.7 Wyre Forest 97.5 <b>Worcestershire 98.7</b>	98.5	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest <b>Worcestershire</b>
4. % of food businesses scoring 0,1 or 2 at 1 <sup>st</sup> April each year	Annually	1.6	Bromsgrove 0.7 Malvern Hills 1.4 Redditch 1.7 Worcester City 0.5 Wychavon 1.5 Wyre Forest 2.5 <b>Worcestershire 1.3</b>	1.5	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest <b>Worcestershire</b>
5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly	NA	<b>93.9</b>	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	34 = 2.19% of 1550 vehicles on the road county-wide BDC 4 MHDC 2 RBC 18 WC 7 WDC 0 WFDC 3	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	60	55.7	
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	4/33	7/59	19/77	
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	0.76 days per FTE	1.42 days per FTE	1.89 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 6.8 Malvern Hills 2.3 Redditch 3.0 Worcester City 6.9 Wychavon 1.4 Wyre Forest 6.6 <b>Worcestershire 5.0</b>	NA	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest <b>Worcestershire</b>
12	Rate of noise complaint per 1000 head of population	6-monthly	NA	Bromsgrove 0.71 Malvern Hills 0.65 Redditch 0.57 Worcester City 0.97 Wychavon 0.72 Wyre Forest 0.86 <b>Worcestershire 0.79</b>	NA	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest <b>Worcestershire</b>
13	Total income expressed as a % of district base revenue	6-monthly	NA	£204,718, which is 6.8% 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	

