



**WRS Board**

**Date: 27<sup>th</sup> September 2024**

**Title: Activity and Performance Data Quarter 1 2024/5**

**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 2024/5, 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 overall number of food related cases received between 1st April 2024 and 30th June 2024 is 20% lower than the same period in 2022/23 but 14% higher than 2023/24. The service tends to receive a greater number of enquiries, for example requests for advice from businesses, compared with true food complaints. Of the 112 complaints handled during the year to date, 70% have related to issues with food products (such as poor-quality food or food containing a foreign object) and 30% have related to poor hygiene standards or practices at food businesses.

Of the 366 programmed interventions undertaken during the year to date, only 2% have resulted in a business being rated as "non-compliant" (issued a rating of 0, 1, or 2). A higher proportion of non-compliant ratings continue to be issued to the takeaway sector and small retailers.

The overall number of Health and Safety cases received between 1st April 2024 and 30th June 2024 is 15% lower than the same period in 2022/23 but 19% higher than in 2023/24. Just over 40% of cases have been reports of accidents in workplaces with most cases relating to injuries where a worker was incapacitated for more than seven days or injuries to members of the



public. The most common cause of accidents continues to be slips, trips and falls (whether on the same level or from height).

Members should be aware that the duties under the Health and Safety at Work Act 1974 are divided between the Health and Safety Executive and local authorities, so WRS only undertakes investigations at premises within the local remit such as retail outlets, offices, leisure services, and hospitality premises. Other premises, such as factories, farms, and medical premises, fall with the remit of the HSE. Although local authority premises are regarded as lower risk for this function, our officers still deal with fatalities from time to time and, sadly Q1 say another one come onto our books.

The overall number of dog-related cases received between 1st April 2024 and 30th June 2024 is a reduction of 2% compared to 2022/23 but a reduction of 22% compared to 2023/24. Complaints and enquiries for Q1 was similar to last year, but above the figure in 2022/3. At 302, stray and lost dogs is well below last year's Q1 figure and slightly below Q1 in 2022/3. Reports of lost or stray dogs make up around 85% of the total volume of dog-related cases, with categorised as "contained strays" (meaning dogs were found and held by members of the public). There has, however, been a notable increase in the number of dogs picked up with welfare concerns and subsequently requiring veterinary treatment or examination, which comes at a cost to the local authority if the owner is not traced. Approximately 60% of dogs have been successfully reunited with their owners although this figure is known to vary between local authorities.

The service only receives a modest number of dog control complaints and enquiries each quarter. Of the 17 complaints received during the year to date, 11 cases have related to dogs which are persistently straying from residential properties. Dangerous or out-of-control dogs are generally referred to local policing colleagues.

In Licensing, the overall number of cases received between 1st April 2024 and 30th June 2024 is close to the level in 2022/23 but an 11% higher than last year, 2023/24. The seasonal increase in applications occurred in Q1, as a significant number of hospitality businesses apply for Temporary Events during the summer months has appeared again. This may represent the popularity of such events and the fact that businesses see them as a good source of income. Around 60% of cases entered on the system so far this year are applications and registrations with 31% being temporary event notices and 28% relating to private hire or hackney carriage vehicles.

Beyond these, the service tends to receive a higher number of enquiries (such as queries about regulations, by-laws, and licence conditions) than true complaints about licensed activities. Based on the 198 actual complaints received during the year to date, 54% of cases have related to taxi licensing (such as reports of poor driver behaviour, unauthorised parking, or poor driving standards) and 18% have related to alcohol licensing (allegation of businesses breaching the licensing objectives). A further 13% of complaints have related to animal licensing with most cases relating to allegations of the unlicensed breeding and/or sale of dogs.



Planning support work continues on an upward trend, with Q1 figures slightly exceeding those at the same point in the previous 2 years. The number of cases received between 1st April 2024 and 30th June 2024 is an 20% higher than 2022/23 but only 2% above the same period in 2023/24. Around 88% of cases have been consultations for air quality, contaminated land, and nuisance; whilst 1 in 5 cases have been processed, 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, cases received between 1st April 2024 and 30th June 2024 was 29% lower than the same period in 2022/23 23% lower than in 2023/24. This is almost certainly down to the poor weather during the Spring and early part of the summer this year. Reports of public health elements related to nuisance, accumulations and pest infestations, were at a similar level in Q1 to the same period in the previous 2-years.

Just under 90% of cases are allegations of potential statutory nuisances, with most relating to noise from domestic properties (such as noise from barking dogs or noise from loud music). Anecdotally, officers report an increase in the levels of complaint about noise from hospitality businesses, and other sources of complaint include smoke from domestic bonfires, and dust from construction sites.

## Performance

As always, reporting against the suite of indicators is more limited for the first quarter. The non-business customer measure at 60% is lower compared with 69.3% at this time last year and around the same as the 60.4% at year-end for 2023/4. Speed of response, the time taken to deal with the issue and the overall outcome remain things to improve, although the last of these may relate to people's expectations being beyond what the law can deliver. The proportion of people who felt better equipped going forward at 50% is lower than the 68.8% at this time last year but above the 46.7% for the previous year. A lower score here is generally reflective of a lower score in overall satisfaction.

Satisfaction for business customers remains good at 98.3%, above this figure at the same point last year and above the outrun at the end of Q4. Managers said that they would keep an eye on this figure as the drop at the end of 2023/4 was difficult to explain, so hopefully this is a sign of returning to business as usual.

We report overall numbers of compliant and non-compliant food businesses at this point in the year, without the district breakdown. 98.7% 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 15 to 5.

Staff sickness is at 1.13 days per FTE, is slightly above the previous 3-year's figures for this period (0.76, 0.9, 0.87 respectively) and above the 0.85 days per FTE from the same period in 2019, pre-pandemic. It is still



close to the normal range. Almost 62% of absence for this period was classed as long-term (29+ days,) accounted for by two officers, one of whom is having treatment for cancer. The other has now returned to work now.

**Contact Points**

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**Background Papers**

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



## Appendix B: Performance Indicators 2024/5

Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	60			
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	98.3			
3. % businesses broadly compliant at first assessment/ inspection	Annually	98.7	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest <b>Worcestershire</b>		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	1.3	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest <b>Worcestershire</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		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	50			
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	5/15			
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	1.13 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 <b>Worcestershire</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 Malvern Hills Redditch Worcester City Wychavon Wyre Forest <b>Worcestershire</b>	NA	Bromsgrove Malvern Hills Redditch Worcester City Wychavon Wyre Forest <b>Worcestershire</b>
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	

