



WRS Board
Date: 20th February 2025

Title: Activity and Performance Data Quarter 3 2024/25

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 2024/25, but the actual data allows comparison with previous quarters and previous years.
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 number of dog control cases received in our system between 1st April 2024 and 31st December 2024 represents an increase of 13% compared to 2022/23 but a fall of 2% compared to 2023/24. As ever, the vast majority of cases (87%.) relate to reports of lost or stray dogs, usually where the animal has been held by a member of the public. There is no requirement in law for council dog wardens to patrol an area. The previously identified concern regarding the increase in the number of dogs picked up with welfare concerns and subsequently requiring veterinary treatment or examination has sadly continued. Approximately 52% of dogs have been successfully reunited with their owners although this figure is known to vary between local authorities.

The service receives a low number of what might be thought of as dog control complaints and enquiries each quarter. Based on the 68 complaints received during the year to 31st December, some 30 have related to dogs which are persistently straying from residential properties whilst 23 have related to dog fouling.

The number of Food Safety cases logged in our system in the first three quarters of 2024/5 represents a fall of 11% compared to 2022/23 and a reduction of 2% compared to 2023/24. Most service requests tend to be



enquiries, including requests for business advice, rather than complaints. Of the 357 actual food complaints received during the period, 69% have related to issues with food products (such as poor-quality food or food containing a foreign object,) whilst 31% have related to alleged poor hygiene standards or practices at food businesses. In relation to these latter cases, it is seldom that they result in action as, even if standards have slipped, they seldom mean a business scores less than 3 on the Food Hygiene Rating System, so are still making safe food.

Based on the 1,394 interventions undertaken during the year to date, a small percentage 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, pubs, and small retailers. To find out more about food hygiene ratings, members can visit <https://ratings.food.gov.uk>.

Quarter 3 saw health and safety work generally following trends, although the actual case number in the quarter fell slightly compared to the previous two. The number of cases received between 1st April and 31st December 2024 represents a fall of 11% compared to 2022/23 but an increase of 4% compared to 2023/24. Many cases are enquiries as with the food area but approximately 45% have been reports of accidents in workplaces, with most cases relating to injuries where a worker was incapacitated for more than seven days or relate to 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). Sadly, the service has investigated another fatality during the current year after a contractor working at a retail outlet was crushed by a piece of mechanical equipment. Several other cases involving fatalities remain on-going.

Licensing application numbers during Q3 and 4 generally fall compared to Q2 figures and this year has continued this trend. Complaints and enquiries fell during Q3 compared to Q2, but overall, they probably remain on trend. The overall number of cases received between 1st April and 31st December 2024 represents an increase of 4% compared to 2022/23 but is consistent with 2023/24. In terms of the breakdown between application work and complaint/ enquiry work, around 65% of cases consist of applications and registrations, with the remainder being the complaints and enquiries. Some 30% of applications related to private hire or hackney carriage vehicles and a further 27% were temporary event notices.

As with other areas of work, the service receives a higher number of enquiries, such as queries about regulations, by-laws, and licence conditions compared with what might be described as complaints involving licensed businesses or individuals. Looking at the latter, during this financial year so far, some 41% of complaints have related to taxi licensing (such as reports of poor driver behaviour, unauthorised parking, or poor driving standards,) and 17% have related to alcohol licensing (business allegedly breaching the four licensing objectives). A further 10% of complaints have related to animal licensing with most cases relating to the unlicensed breeding and/or sale of dogs.



Planning enquiries in Quarter 3 continued the upward trend previously described. The number of cases received to the end of quarter 3 represents an increase of 29% compared to 2022/23 and an increase of 18% compared to 2023/24. Around 89% of enquiries have been consultations for air quality, contaminated land, or nuisances; and 1 in 4 enquiries are now processed (on a contractual basis) on behalf of other local authorities as part of the service's income generation activities.

Members will see that the fall in nuisance complaints through quarter 3 mirrors previous seasonal patterns reflecting the poor weather we have seen in 2024/5. The number of cases received between 1st April and 31st December 2024 represents a reduction of 29% compared to 2022/23 and 22% compared to 2023/24. This is all likely driven by poor weather. Approximately 90% of cases have been reports of nuisances with around 43% of cases relating to noise from domestic properties (such as noise from barking dogs or noise from loud music). Other prominent nuisances commonly include noise from hospitality businesses, smoke from the burning of domestic or commercial waste, and dust from construction sites.

"Public Health" cases are often included alongside nuisance as they are addressed with similar legislation. The number received during the first three quarters of 2024/5 represents an increase of 4% compared to 2022/23 but a reduction of 4% compared to 2023/24. Approximately 62% of cases have related to pest control such as enquiries about domestic treatments, enquiries about sewer baiting, or complaints about pest activity caused by the actions of neighbouring residents or businesses. A further 24% of cases have related to accumulations at residential properties, however, such complaints often reference the presence of rodents or other pest species.

Based on the 634 domestic treatments undertaken by pest control contractors during the year to date, 59% were due to issues with rodents whilst 35% have taken place at properties in the Redditch district.

Performance

Quarter 3 is another more limited reporting period. The non-business customer measure at 58.6%, is slightly lower than at the same point last year (60.7%,) but slightly above the previous one (57.9%,) Whilst we saw reduced demand for nuisance work during the period, it seems likely that problems in other areas of work like animal licensing may be reflected here. Response numbers also remain low with under 80 replies received from April to December. 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 54.2 % is slightly below the figures at the same point in the previous 2-years.

Business customer satisfaction has fallen slightly this quarter to 96.8% but is still well above last year's 92% at the same point in the year.



Overall numbers of compliant and non-compliant food businesses were at 98.3% and 1.7% respectively. This remains good and on a par with previous years.

The ratio of compliments to complaints remains good at 58 to 17.

Staff sickness has increased from 1.42 days per FTE to 2.94 days per FTE cumulative for the year. This is higher than last year but close to the level at the same point in the previous 2-years (2.44, 2.94). Whilst the cold and flu viruses appear to be worse this year than last, over 36% of sickness fell into the long term (i.e., member of staff being off for 28 days plus,) so some of this is down to serious illness being suffered by one or two members of staff. Sickness also 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

David Mellors
Community EH Manager
01562 738060
David.Mellors@worcsregservices.gov.uk

Background Papers

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



Appendix B: Performance indicator table

Table of Pls 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	58.5	58.6	
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	98.3	97.7	96.7	
3. % businesses broadly compliant at first assessment/ inspection	Annually	98.7	Bromsgrove 99.5 Malvern Hills 97.7 Redditch 98.0 Worcester City 99.3 Wychavon 98.1 Wyre Forest 97.4 Worcestershire 98.4	98.3	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	1.3	Bromsgrove 0.5 Malvern Hills 2.3 Redditch 2.0 Worcester City 0.7 Wychavon 1.9 Wyre Forest 2.1 Worcestershire 1.6	1.7	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	97.6%	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	26= 1.54% of 1684 vehicles on the road county-wide BDC 1 MHDC 2 RBC 18 WC 6 WDC 1 WFDC 0	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	51.9	54.2	
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	5/11	12/26	17/58	
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	1.13 days per FTE	1.55 days per FTE	2.94 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 4.2 Malvern Hills 3.5 Redditch 3.0 Worcester City 5.5 Wychavon 2.2 Wyre Forest 5.9 Worcestershire 4.0	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 0.55 Malvern Hills 0.68 Redditch 0.69 Worcester City 0.74 Wychavon 0.60 Wyre Forest 0.79 Worcestershire 0.67	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	£258,989 which is 8.6% as a proportion of the 2016/17 revenue budget figure (£3,017,000)	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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